APPENDIX A

DISCONTINUED FY 2000 PERFORAMNCE INDICATORS - PERFORMANCE REPORT

DISC	DISCONTINUED FY 2000 PERFORMANCE INDICATORS* - PERFORMANCE REPORT						
	Performance Indicator	1997 Act	1998 Act	1999 Act	2000 Est	2000 Act	
	Strategic Goal 1: Keep A	merica Safe by	y Enforcing Fe	deral Crimina	l Laws		
1.1	Number of violent criminals removed						
	from the streets by federal investigative				Not		
	and prosecutorial efforts. (USAs)	5276	6115	6536	Projected	6573	
4.0					(NP)		
1.2	Quantity of drugs seized at or near the						
	borders.(INS, DEA) (Note: prior year actuals have been						
	corrected to reflect the most recent and						
	accurate data available.)						
	INS:						
	All borders (lbs)	751,810	894,123	1,200,362	NP	1,597,278	
	Southwest border (lbs)	744,160	878,949	1,188,930	NP	datanot	
						availa ble	
	DEA:						
	Heroin (kgs)	61	101	170	NP	314	
	Cocaine (kgs)	11,429	8,923	31,776	NP	44,095	
	Marijuana (kgs)	205,406	227,368	347,106	NP	348,099	
	Methamp hetamine (kgs) Amp hetamine (kgs)	386 75	367 271	661 110	NP NP	1,438 102	
1.2	Number of indictments and convictions	75	271	110	INP	102	
1.2	obtained in OCDETF cases involving						
	targeted organizations. (CRM)						
	Drug cases filed						
	Defendants filed	1,728	2,447	3,332	NP	3,155	
	Convictions	5,900	6,603	9,345	NP	8,471	
	Con viction rate	4,074	4,946	6,345	NP	7,007	
		87%	88%	89%	NP	90%	
1.2	Quantity of marijuana eradicated						
	through the DEAD om estic Cannabis	0440 "	40.40 "	04.0 "	N.D.	44.0 "	
	Eradication and Suppression Program.	24 1.2 mil	134.9 mil	64 .0 m il	NP	14.9 m il	
1.2	(DEA) Quantity of drugs removed. (Note: prior	plants	plants	plants		plants	
1.2	year actuals have been corrected to						
	reflect the most recent and accurate						
	data available.)						
	Heroin (kgs)	446	372	431	NP	57	
	Cocaine (kgs)	58,263	32,409	45,923	NP	54,955	
	Cannabis (kgs)	359,844	242,222	366,348	NP	371,460	
	Marijuana			365,615	NP		
	Hasish			733	NP		
	Methamp hetamine (kgs)	1,504	1,230	1,401	NP	2,204	
	Amph etamine (kgs)	174	367	205	NP	148	
	Other dangerous drugs (Dus)	19,157,030	17,041,026	1,807,087	NP	4,061,832	
1.2	Number offoreign counterdrug						
1.2	investigators and prosecutors trained.	2,100	749	974	NP	334	
	(DEA, US As)	2,100	, 40	0,4	141		
1.2	Number of queries and entries to drug						
	databases. (DEA)	212,623	205,859	201,696	NP	160,773	
1.2	Number of intelligence analysts trained.	,	, , , , ,	,		, ,	
	(DEA)	103	115	160	NP	82	
	l	1	1	1	1	I	

	Performance Indicator	1997 Act	1998 Act	1999 Act	2000 Est	2000 Act
1.2	Number of persons and organizations					
1.2	receiving disseminated information					
	regarding prevention programs. (DEA)					
	Persons	NA	NA	786,118	NP	140,453,711
	Organizations	71	121	822	NP	2,082
1.4	Medicare costs savings for targeted goods	and services w	h ere egregious	fraud ulent billir	ng is suspected	(FBI).
	This measure has been refined and is dis	played under 1	.5A.			
1.4	Number of agents and prosecutors trained federal crimes and national security. (FBI)		•	-	-	
1.4	Indictments and convictions in white collar 1.5B.	crime. (FBI) Th	is measure has	s been refined a	and is displayed	l under
1.4	Economic loss to financial institutions					
	due to fraud in targeted cities. (FBI)					
	[Dept. of Treasury' Financial Crimes					
	Enforcement Network (FINCEN) data]	# 000 ::	0.4.0.0 11	0040 11	100/	\$005 :1
	Check fraud Mortgage Loan fraud	\$303 mil \$26 m i	\$168 mil \$25 m i	\$213 mil \$41 m i	-10% -10%	\$225 mil \$39 m i l
S	trate gic Goal 2: Prevent and Reduce Crin		•	•		
•	-	-Based Pro	grams			
2.1	Increase services and resources for at-risk This measure has been refined and is dis	•	•	lved in the juve	nile justice syste	em. (OJP)
2.1	Number of Byrne program models/	prayed dilder 2	.20.			
2	prototypes developed. (OJP)	10	13	18	13	15
2.1	Number of training and technical					
	assistance sessions associated with the	NA	NA	6	15	Data not
	formula program. (OJP)					availa ble
	BJA no longer tacks this data due to validit	y problems.				
2.1	Number of detention beds constructed	NIA	NIA	NIA	00	F.4
	on Indian reservations. (OJP) CPO contributes funding for the constructi	NA on of detention	NA bodo within Ind	NA ion Country In	68 EV 2000, can at	51
	completed on a 51 bed facility in Navajo Na			•		
	progress (which would have resulted in 68					
	project directors delayed the process. The				3	3
2.1	Number of first responders training					
	sessions conducted. (OJP)	16	27	59	1,008	648
	This target represents estimates prior to the					the
0.4	number of training sessions conducted in t	his area to be k	ower than origin	ially anticipated.		
2.1	Number offirst responder teams provided basic and advanced	NA	220	819	578	Data not
	equipment through grants. (OJP)	NA	220	019	376	availa ble
	Due to delays in the FY 2000 Equipment G	rant Program, i	t was not possi	ble to determine	the actual nun	
	teams provided with equipment. Many other					
	long procurement process inherent within t	he state or loca	llity. Since the p	rogram has dev	elop ed into a s	tate
	ad min istered pro gram, the determination of	•	•			•
	con tinue in to FY 2002, ho wever, the deter					ay be
0.4	difficult due to the complex nature of the str	ate gies, as ses	sments, and jur	isd ictio na l prio ri	tiza tion .	
2.1	Number of White Collar Crime investigations supported by grants.	12	19	24	25	34
	(FBI,OJP)	12	19	24	23	34
2.1	Number of states receiving grants under N	CHIP. (OJP) <i>TI</i>	nis measure ha	s been refined	and is displaye	d under
Stra	2.1D. tegic Goal3: Protect the Rights and Inte	rests of the Ar	nerican Peopl	e by Legal Re _l	presentation, E	nforcement
0.4		_aws and Defe	ense of U.S. Int	ere sts		
3.1	Number of investigations and					
	pro sec utions of hate crimes, including cooperative efforts made with state					
	attorneys general, local prosecutors and					
	law enforcement officials, and					

				T		
	com mu nity gro ups . (CRT on ly)	366	464	615	539	560
	Investigations	21	17	31	40	35
	Prosecutions					
	Performance Indicator	1997 Act	1998 Act	1999 Act	2000 Est	2000 Act
- 1						
3.1	Percent of redistricting plans reviewed	4000/	4000/	4000/	4000/	1000/
2.4	with statutory guidelines. (CRT)	100%	100%	100%	100%	100%
3.1	Percent of favorable resolutions in defensive displayed under 3.5A.	ve, civii mon etar	y cases. (CTV)	inis measure n	ias been reiin e	a ana is
	in the strategic Goal 4: Fairly and Effectively A	dministor tha l	mmiamtion an	d Naturalizati	one lawe of th	o Unitod
,	Strategic Goars. Famy and Ellectivery A	State:		iu Natulalizati	ons Laws or u	ie Offited
4.1	Number of employees trained in ADP	- Ctuto				
	applications. (INS)	28,806	31,374	12,606	10,000	6,865
	The target was not met due to funding issu		0.,0	1=,000	,	2,232
4.1	Number of sites receiving ADP office					
	automation installations or upgrades.					
	(INS)	NA	760	808	+18	+39
4.2	Average time to respond to customer's					
	request for forms. (INS)	6 days	6 days	5 da ys	3 da ys	5 days
4.5	Percentage of fines issued to	,	,	,		
	employers who knowingly fire to					
	continue to employ unauthorized	60%	59%	64%	60%	67%
	workers to total fines in Sanctions					
	cases. (INS)					
4.5	Cases presented for prosecution and					
	assets seized of smugglers and fraud					
	organizations and facilitators and					
	apprehension of other criminal and					
	terro rist alie ns. (INS)					
	a) Major inter-region al sm ug glin g	NA	6	7	NP	7
	cases presented for prosecution.					
	b) Principals presented for	1,304	1,547	1,967	NP	2,520
	pro sec utio n fo r alie n sm ug glin g					
	related violations.	400	400	0.70	ND	440
	c) Large scale benefit and document	120	120	378	NP	413
	fraud cases presented for					
	prosecution against organizations					
	and facilitators. d) Principals presented for	NA	NA	636	NP	785
	prosecution for benefit or document	INA	INA	030	INF	703
	fraud from organizations and					
	facilitators.	NA	NA	16	+10%	+62% (26)
	e) Number of smuggling, fraud, and	IVA	1471	10	. 1070	10270 (20)
	worksite cases accepted for					
	prosecution with inclusion of					
	forfeiture or parallel civil forfeiture.					
;	Strategic Goal 5: Protect American Socie	ty by Providin	g for the Safe,	Humane and	Secure Confin	ement of
	_	ersons in Fede	-			
5.1	Number of federal detention center					
	activated. (INS,BOP)					
	INS	0	1	0	0	0
	ВОР	1	0	0	3	3
5.1	Number of accidents and injury					
	investigations. (USMS, BOP)					Data not
	USMS	2	3	5	0	availa ble
	BOP has refined this measure. It is displa				ssues with this	indicator
	resulting in its elimination until a better repo	orting system ca	an be implemen	ted.		
5.1	Percentage of time JPATS owned					
	aircraft are not available to fly due to					
	unscheduled maintenance. (USMS)	37%	18%	13%	21%	19%
5.1	Number of JPATS accidents/injuries/					
	escapes.(USMS)	0/2/0	0/3/0	0/5/0	0/0/0	1/3/0
· -	· · · · · · · · · · · · · · · · · · ·	·	·		·	

	The accident and majority of the injuries resulted from an accident during a JPATS training exercise.					
5.1	Number of components implementing the automated prisoner scheduling system. (USMS)	NA	NA	2 of 3	3 of 3	3 of 3
5.1	User satisfaction with JPATS. (USMS)	NA	NA	NA	TBD	TBD
	The decision has not yet been made as to	how to measure u	sersatisfaction			
5.2	Number of inmates in alternative					
	confinement programs. (BOP)	11,198	14,109	15,572	17,193	19,565

5.2 Number of correctional facilities in planning or construction mode which will help to absorb the D.C. sentenced felon population into the federal prison system. (B.OP) This measure has been refined and is displayed under 5.2A. 5.2 Average number of parole hearings held can be acted to the federal prison system. (B.OP) This measure has been refined and is displayed under 5.2A. Average number of parole hearings sentenced hear month. (USPC) After assuming responsibility for D.C. parole hearings, the Commission found a lack of case files and other document necessary to prepare and conduct complete hearings resulting in the actual number of hearings to fall below the targeted level. The Commission's workload reporting system not only records completed hearings completed form the federal parole with D.C. cases were not anticipated. 5.3 Number of projects in process and completed during the fiscal year. (BOP) During a BOP conversion to FMIS, many projects could not be closed out, resulting in an artificial is hortfall in reporting. Actual performance is let to be higher, however, cannot be tracked at this point in time. 5.4 Number of beds available for residential drug treatment programs. (BOP) This measure has been refined and is displayed under 6.42. 5.1 Percent of Class 1 fugitive warrants closed within one year. (UMSM) This measure has been refined and is displayed under 6.2A. 6.1 Time saved in afting and ranking resumes (USMS) The USMS discontinued the implementation of the resume portion of its personnel software. Currently, USMS is examining options for a replacement personnel system. A NA 20% 25% 249 The target was missed by a mene 1% - the efforts were considered to be successful. 1. Time saved present site booking prisoners through automation upgrades. A NA NA 20 min. 3 many projects and official particles and offining each prisoner. 4. Percent of JFMIP criteria met using STARS. (USMS) Plans were not met due to competing priorities. US		Performance Indicator	1997 Act	1998 Act	1999 Act	2000 Est	2000 Act
felon population into the federal prison system. (B OP) This measure has been refined and is displayed under 5.2A. Average number of packs hearings hed each month. (USPC) 234 273 252 493 34. Average number of packs hearings hed each month. (USPC) 234 273 252 493 34. Average number of packs hearings hed each month. (USPC) 234 273 252 493 34. Average number of packs hearings hed each month. (USPC) 234 273 252 493 34. Average number of projects hearings hearings resulting in the actual number of hearings to fall below the targeted level. The Commission's workload reporting system not only records completed hearings hearing	5.2	housed in facilities owned or contracted	450	880	1,022	2,450	2,469
held each month. (USPC) 234 273 252 493 34: After assuming responsibility for D.C. parob hearings, the Commission found a lack of case files and other document necessary to prepare and conduct complete hearings resulting in the actual number of hearings to fall below the targeted level. The Commission's workload reporting system not only records completed hearings – many of the problems encountered with D.C. cases were not anticipated. Sumber of projects in process and completed during the fiscaltyear. (BOP) 394 435 680 425 288 During a BOP conversion to FMIS, many projects could not be do sed out, resulting in an antificial shortfall in reporting. Actual performance is fet to be higher, however, cannot be tracked at this point in time. Sumber of beds available for residential drug treatment programs. (BOP) 771 mees were has been refined and is displayed under 5.48 Strategic Goal 6: Protect the Federal Judiclary and Provide Critical Support to the Federal Judiclary	5.2	·			•		
below the targeted level. The Commission's workload reporting system not only records completed hearings— many of the problems encounteed with D.C. cases were not anticipated. 5.3 Number of projects in process and completed during the fiscal year. (BOP) During a BOP conversion to FMIS, many projects could not be closed out, resulting in an artificial shortfall in reporting. Actual performance is fet to be higher, however, cannot be tracked at this point in time. 5.4 Number of beds available for residential drug treatment programs. (BOP) This measure has been refined and is displayed under 5.48. Strategic Goal 6: Protect the Federal Judiciary and Provide Critical Support to the Federal Justice System to Ensure it Operates Effective by 6.1 Percent of Class 1 fugitive warrants closed within one year. (UMSM) This measure has been refined and is displayed under 6.24. 6.1 Times avered in intig and ranking resumes (USMS) The USMS discontinued the implementation of the resume portion of its personnel software. Currently, USMS is examining options for a replacement personnel system. 6.1 Time saved per site booking prisoners through automation upgrades. 6.2 The target was missed by a mere 1% - the efforts were considered to be successful. 6.1 Time saved scheduling each prisoner through automation upgrades. (USMS) The target was missed by a mere 1% - the efforts were considered to be successful. 6.1 Number of USMS systems meeting DOJ 2640.2C (AIS security requirements for operation systems). (USMS) Flans were not met due to competing priorities. USMS is still working to meet the requirements. 6.2 Percentage of US. Attorneys complying with automated victim/witness 70% 70% 96% 100% 100% 100% 100% 100% 100% 100% 10	5.2	held each month.(USPC) After assuming responsibility for D.C. paro	le hearings, the	Commission fo	und a lack of c	ase files and oth	
completed during the fiscal year. (BOP) 394 435 680 425 28: During a BOP conversion to FMIS, many projects could not be closed out, resulting in an artificial shortfall in reporting. Actual performance is fet to be higher, however, cannot be tracked at this point in time. 5.4 Number of beds available for residential drug treatment programs. (BOP) This measure has been refined and is displayed under 5.48 Strategic Goal 6: Protect the Federal Judiciary and Provide Critical Support to the Federal Justice System to Ensure it Operates Effective by 6.1 Percent of Class 1 fugitive warrants closed within one year. (UMSM) This measure has been refined and is displayed under 6.2A. 6.1 Time saved in rating and ranking resumes (USMS) NA 7 days 7 days 29 days NA The USMS discontinued the implementation of the resume portion of its personnel software. Currently, USMS is examining options for a replacement personnel system. 6.1 Time saved per site booking prisoners through automation upgrades. NA NA 20% 25% 249 The target was missed by a mere 1% - the efforts were considered to be successful. 6.1 Time saved scheduling each prisoner through automation upgrades. (USMS) NA 20 min. 20 min. 20 min. 20 min. 6.1 Percent of JFMIP criteria met using STARS. (USMS) NA 20 min. 20 m		below the targeted level. The Commission' many of the problems encountered with D	s workload repo	rting system no			
reporting. Actual performance is fet to be higher, however, cannot be tracked at this point in time. Number of beds available for residential drug treatment programs. (BOP) This measure has been refined and is displayed under 5.4B Strategic Goal 6: Protect the Federal Judiciary and Provide Critical Support to the Federal Justice System to Ensure it Operates Effectively Percent of Class 1 flugitive warrants closed within one year. (UMSM) This measure has been refined and is displayed under 6.2A. 6.1 Time saved in rating and ranking resumes (USMS) The USMS discontinued the implementation of the resume portion of its personnel software. Currently, USMS is examining options for a replacement personnel system. 6.1 Time saved per site booking prisoners through automation upgrades. The target was missed by a mere 1% - the efforts were considered to be successful. 6.1 Time saved scheduling each prisoner through automation upgrades. (USMS) NA 20 min. 20 min. 20 min. 20 min. 20 min. 6.1 Percent of JFMIP criteria met using STARS. (USMS) Plans were not met due to competing priorities. USMS is still working to meet the requirements. 6.2 Percentage of U.S. Altorneys complying with automated victim/whitess profile and criminal referrals. (USAs) Plans were not met due to competing priorities. USMS is still working to meet the requirements. 8.4 Percentage of U.S. Altorneys complying with automated victim/whitess profile and criminal referrals. (USAs) Plans were not met due to competing priorities. USMS is still working to meet the requirements. 8.6 Percentage of U.S. Altorneys complying with automated victim/whitess profile and criminal referrals. (USAs) Plans were not medications taken by components, as reported to the OIG. 130 103 185 NP 11: (OIG) Number of administrative actions taken by components, as reported to the OIG. 130 133 185 NP 11: (OIG) Targets were not met due to a major downsizing effort in OIG including a hiring freeze, early retrement opportunities, and directed reassignments of personnel	5.3		394	435	680	425	285
Strate gic Goal 6: Protect the Federal Judiciary and Provide Critical Support to the Federal Justice System to Ensure it Operates Effectively		reporting. Actual performance is felt to be	higher, howeve	r, cannot be trac	cked at this poi	ntin time.	
6.1 Percent of Class 1 fugitive warrants closed within one year. (UM SM) This measure has been refined and is displayed under 6.2A. 6.1 Time saved in rating and ranking resumes (USMS) The USMS discontinued the implementation of the resume portion of its personnel software. Currently, USMS is examining options for a replacement personnel system. 6.1 Time saved per site booking prisoners through automation upgrades. RA NA 20% 25% 24% The larget was missed by a mere 1% - the efforts were considered to be successful. 6.1 Time saved scheduling each prisoner through automation upgrades. (USMS) RA 20 min. 20 min. 20 min. 20 min. 20 min. 6.1 Percent of JFMIP criteria met using STARS. (USMS) STARS. (USMS) Plans were not met due to competing priorities. USMS is still working to meet the requirements. (USMS) Plans were not met due to competing priorities. USMS is still working to meet the requirements. 6.2 Percentage of U.S. Attorneys complying with automated victim/witness 70% 70% 96% 100% 100% notification requirements. (USAs) 6.3 Number of civil enforcement actions and crimal referrals. (USTP) 7.1 Number of administrative actions taken by components, as reported to the OIG. 130 103 185 NP 11: (OIG) 7.1 Number of joint agency task forces and working groups above the 1997 actuals. 10 +3 +8 +12 +1 (OIG) Targets were not met due to a major downsizing effort in OIG including a hiring freeze, early retirement opportunities, and directed reassignments of personnel from OIG to other Department components.		displa yed under 5.4B		, ,			
Time saved in rating and ranking resumes (USMS)	6.1	Percent of Class 1 fugitive warrants closed			mea sure has l	been refined an	nd is
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through automation upgrades. NA NA 20% 25% 24% The target was missed by a mere 1% - the efforts were considered to be successful. Time saved scheduling each prisoner through automation upgrades. (USMS) NA 20 min. 20 min. 20 min. 20 min. Percent of JFMIP criteria met using STARS. (USMS) NA 20 min. 20 min. 20 min. 20 min. Number of USMS systems meeting DOJ 2640.2C (AIS security requirements for operation systems). (USMS) Plans were not met due to competing priorities. USMS is still working to meet the requirements. 6.2 Percentage of U.S. Attorneys complying with automated victim/witness and criminal referals. (USAs) 70% 70% 96% 100% 100% 100% notification requirements. (USAs) Strategic Goal 7: Ensure Excellence, Accountability and Integrity in the Management and Conduct of the Department of Justice 7.1 Number of administrative actions taken by components, as reported to the OIG. (OIG) Targets were not met due to a major downsizing effort in OIG including a hiring freeze, early retrement opportunities, and directed reassignments of personnel from OIG to other Department components. Page 14. 20 min.	6.1	examining options for a replacement person		e portion of its p	oe rso nn el so ftw	are . Cu rren tly, l	JSMS is
through automation upgrades. (USMS) NA 20 min. 20 min. 20 min. 20 min. 20 min. 20 mi	0.1	through automation upgrades.				25%	24%
STARS. (USMS) 77% 77% 97% 100% 97% 6.1 Number of USMS systems meeting DOJ 2640.2C (AIS security requirements for operation systems). (USMS) Plans were not met due to competing priorities. USMS is still working to meet the requirements. 6.2 Percentage of U.S. Attorneys complying with automated victim/witness notification requirements. (USAs) 6.3 Number of civil enforcement actions and criminal referrals. (USTP) 774 760 779 870 96% 100% 1009 1	6.1		NA	20 min.	20 min.	20 min.	20 min.
DOJ 2640.2C (AIS security requirements for operation systems). (USMS) Plans were not met due to competing priorities. USMS is still working to meet the requirements. 6.2 Percentage of U.S. Attorneys complying with automated victim/witness notification requirements. (USAs) 6.3 Number of civil enforcement actions and criminal referrals. (USTP) 774 760 1,291 604 87. Strategic Goal 7: Ensure Excellence, Accountability and Integrity in the Management and Conduct of the Department of Justice 7.1 Number of administrative actions taken by components, as reported to the OIG. (OIG) 7.1 Number of joint agency task forces and working groups above the 1997 actuals. 10 +3 +8 +12 +(OIG) Targets were not met due to a major downsizing effort in OIG including a hiring freeze, early retirement opportunities, and directed reassignments of personnel from OIG to other Department components. 7.2 Number of programs and activities with customer service standards. (JMD, DOJ) 19 20 20 20 23 Data no longer	6.1		77%	77%	97%	100%	97%
Percentage of U.S. Attorneys complying with automated victim/witness notification requirements. (USAs) 70% 70% 96% 100	6.1	DOJ 2640.2C (AIS security requirements for operation systems).	0 of 6	0 of 6	2 of 6	4 of 6	2 of 9
with automated victim/witness 70% 70% 96% 100% 100% notification requirements. (USAs) 6.3 Number of civil enforcement actions and criminal referrals. (USTP) 774 760 1,291 604 874 Strategic Goal 7: Ensure Excellence, Accountability and Integrity in the Management and Conduct of the Department of Justice 7.1 Number of administrative actions taken by components, as reported to the OIG. (OIG) 7.1 Number of joint agency task forces and working groups above the 1997 actuals. 10 +3 +8 +12 +12 (OIG) Targets were not met due to a major downsizing effort in OIG including a hiring freeze, early retirement opportunities, and directed reassignments of personnel from OIG to other Department components. 7.2 Number of programs and activities with customer service standards. (JMD, DOJ 19 20 20 20 23 longer			rities. USMS is	still working to m	eet the require	ements.	
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7.1 Number of administrative actions taken by components, as reported to the OIG. 130 103 185 NP 118 (OIG) 7.1 Number of joint agency task forces and working groups above the 1997 actuals. 10 +3 +8 +12 +4 (OIG) Targets were not met due to a major downsizing effort in OIG including a hiring freeze, early retirement opportunities, and directed reassignments of personnel from OIG to other Department components. 7.2 Number of programs and activities with customer service standards. (JMD, DOJ 19 20 20 23 longer		and criminal referrals. (USTP)					874
by components, as reported to the OIG. 130 103 185 NP 118 (OIG) 7.1 Number of joint agency task forces and working groups above the 1997 actuals. 10 +3 +8 +12 +6 (OIG) Targets were not met due to a major downsizing effort in OIG including a hiring freeze, early retirement opportunities, and directed reassignments of personnel from OIG to other Department components. 7.2 Number of programs and activities with customer service standards. (JMD, DOJ 19 20 20 23 longer		ottalegic Goal 7. Elisare Excellence, Ac			are manageme	int and oonud	ctor are
working groups above the 1997 actuals. (OIG) Targets were not met due to a major downsizing effort in OIG including a hiring freeze, early retirement opportunities, and directed reassignments of personnel from OIG to other Department components. 7.2 Number of programs and activities with customer service standards. (JMD, DOJ 19 20 20 23 longer	7.1	by components, as reported to the OIG.	130	103	185	NP	118
Targets were not met due to a major downsizing effort in OIG including a hiring freeze, early retirement opportunities, and directed reassignments of personnel from OIG to other Department components. 7.2 Number of programs and activities with customer service standards. (JMD, DOJ 19 20 20 10 10 10 10 10 10 10 10 10 10 10 10 10	7.1	working groups above the 1997 actuals.	10	+3	+8	+12	+6
customer service standards. (JMD, DOJ 19 20 20 23 longer		Targets were not met due to a major dowr opportunities, and directed reassignments					
components) collected.	7.2		19	20	20	23	

	Performance Indicator	1997 Act	1998 Act	1999 Act	2000 Est	2000 Act	
7.4	Percentage of new systems that comply with architectural standards of new	NA	NA	NA	60%	NA	
	information technology investments. (JMD)	IVA	IVA	IVA	00 78	IVA	
	In FY 2000, the architecture initiative was i assessment, new information technology in Architecture "Technical Reference Model."	nvestments con	tinued to be su	bjected to comp	oliance with the	-	
7.4	Secure the exchange of information	now ever, com	pliance was not	l liacked lottilat	iy.		
	using authentication technologies in a						
	cro ss- org an ization al pilo t	NA	NA	SET III	Pilot		
	implementation that builds on the FY			Prototype	9/30/00	9/30/00	
	1999, prototype project. (JMD, OIG)						
	JMD supported the FBI and DEA in a successful [pilot implementation using public key infrastructure (PKI)						
	technology to streamline the business process for wiretap approval requests. The pilot demonstrated that digitally-						
	signed e-mail communications were a satisfactory replacement for secure fax transmissions reducing the paper						
	flow with out compromising the integrity of v	ery sensitive in	fo rm atio n.	Ti-	T	1	
7.4	Percentage of systems that						
	successfully pass the January 1, 2000						
	date without a sign ificant in terruption or	NA	NA	NA	100%	100%	
	data loss.(JMD)						

^{*} Indicators previous discontinued or deleted in the FY 1999 Performance Report as reported in the Department of Justice FY 1999 Annual Accountability Report are not displayed.