



# Department of Homeland Security Annual Performance Report

Fiscal Years 2008 - 2010

Appendix B – Changes to Program Goals, Performance Measures, and Performance Targets



Homeland  
Security

# About this Report

The Department of Homeland Security Annual Performance Report for Fiscal Years 2008 – 2010 presents the Department's detailed performance information relative to our mission and the resources entrusted to us. It provides readers with a sense of how we are performing in relation to our program and strategic goals. The report also provides historical information regarding past performance, and communicates our performance plan for the future.

The Department is in its second year of an OMB pilot program to produce its performance and accountability reports using an alternative approach. The pilot for FY 2008 consists of the following three reports:

- **DHS Annual Financial Report** –  
Published November 17, 2008
- **DHS Annual Performance Report** –  
Published January 15, 2009  
Updated May 7, 2009
- **DHS Citizens' Report** –  
Published January 15, 2009

All three reports are located at our public website at the address to the left of this box.

The Department of Homeland Security's Annual Performance Report for Fiscal Years 2008 – 2010 is available at the following website:  
[http://www.dhs.gov/xabout/budget/editorial\\_0430.shtm](http://www.dhs.gov/xabout/budget/editorial_0430.shtm)

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Department of Homeland Security  
Annual Performance Report

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## Introduction

The *Government Performance and Results Act* requires the reporting of changes made in the Agency's Annual Performance Report in comparison to corresponding information previously published in the Annual Performance Plan. This Appendix fulfills this requirement by providing changes to program names, program performance goals, performance measure names, or targets in the DHS Annual Performance Report, compared to corresponding information in the previous DHS Annual Performance Plan.

The order of the listings are alphabetical by Department of Homeland Security Component, and then alphabetical by program within Component. Changes were made to program performance goals and performance measure names to better communicate their meaning to audiences that may not be familiar with the specifics of each program. Changes to the names of performance measures did not impact the underlying methodology used to calculate the measure results. In those instances where changes were made to FY 2009 targets, an explanation is provided for the change.

## Analysis and Operations

### Program: Analysis and Operations

*Performance Measure:* Percent of component-to-component information sharing relationships complying with Information Sharing and Access Agreement (ISAA) guidelines

*Previous Performance Measure Name:* Percent of component-to-component information sharing relationships documented through information sharing and access agreements (ISAAs)

*Performance Measure:* Number of Homeland Intelligence Reports disseminated

*FY 2009 Target:* 3,498

*Previous FY 2009 Target:* 2,832

*Explanation:* The FY 2009 target was adjusted upward based on the FY 2008 results. The increases in the number of reports disseminated in FY 2008 are direct result of placing Intelligence and Analysis personnel within State and local fusion centers, where information for these reports is gathered and synthesized.

## Domestic Nuclear Detection Office

### Program: Domestic Nuclear Detection

*Performance Measure Name:* Percent of cargo, by volume, that passes through fixed radiation portal monitors at land and sea ports of entry

*Previous Performance Measure Name:* Percent of cargo, by volume, that passes through radiation portal monitors upon entering the Nation

## **Federal Emergency Management Agency**

### Program: Grants

*Performance Measure:* Percent of analyzed capabilities performed acceptably in preparedness and response exercises

*Previous Performance Measure Name:* Percent of analyzed capabilities performed acceptably in exercises.

*FY 2009 Target:* 78%

*Previous FY 2009 Target:* 40%

*Explanation for target change:* The FY 2009 target was adjusted based on FY 2008 results.

*Performance Measure:* Percent of grantees reporting significant progress toward the goals and objectives identified in their State homeland security strategies

*Previous Performance Measure Name:* Percent of state and local homeland security agency grant recipients reporting significant progress towards identified goals and objectives

*FY 2009 Target:* 69%

*Previous FY 2009 Target:* 27%

*Explanation for target change:* The Office of Management and Budget requested that the program adjust its FY 2009 target during the Spring update to the Program Assessment Rating Tool based on the 1<sup>st</sup> quarter results for FY 2008.

### Program: National Continuity Programs

*Performance Measure:* Percent of fully operational Continuity of Government (COG) capabilities

*FY 2009 Target:* 90%

*Previous FY 2009 target:* 100%

*Explanation for target change:* The FY 2009 target was adjusted due to restructuring and funding reallocations. Restructuring of the Continuity of Government Program is complete and full funding for FY 2008 is in place for the program.

### Program: U.S. Fire Administration

*Program Performance Goal:* Reduce the effect of fire and all hazard emergencies by supporting and enhancing the delivery of state and local fire and emergency services and promoting public preparedness

*Previous Program Performance Goal:* Reduce the effect of fire and all hazard emergencies by enhancing the delivery of State and local fire and emergency services

### Program: National Preparedness

*Performance Measure:* Percent of respondents reporting they are better prepared to deal with disasters and emergencies as a result of training

*FY 2009 Target:* 92%

*Previous FY 2009 Target:* 90%

*Explanation for target change:* The FY 2009 target was adjusted based on FY 2008 results.

## **Federal Law Enforcement Training Center**

### Program: Law Enforcement Training

*Performance Measure:* Percent of Partner Organizations that respond "agree" or "strongly agree" on the Partner Organization Satisfaction Survey to their overall satisfaction with the training provided by the Federal Law Enforcement Training Center

*FY 2009 Target:* 89%

*Previous FY 2009 Target:* 87%

*Explanation for target change:* The FY 2009 target was adjusted based on FY 2008 results.

*Performance Measure:* Percent of Partner Organizations that respond "agree" or "strongly agree" that Federal Law Enforcement Training Center training programs address the right skills needed for their officers/agents to perform their law enforcement duties

*FY 2009 Target:* 79%

*Previous FY 2009 Target:* 77%

*Explanation for target change:* The FY 2009 target was adjusted based on FY 2008 results.

## **Office of Health Affairs**

### Program: Medical and Biodefense Programs

*Performance Measure:* Number of agencies who have agreed to provide information to the National Biosurveillance Integration Center (NBIC)

*FY 2009 Target:* 10

*Previous FY 2009 Target:* 12

*Explanation for target change:* The FY 2009 target was adjusted based on the number of Memoranda of Understanding with identified Federal Departments and Agencies which can reasonably be finalized by the end of FY 2009.

## **National Protection and Programs Directorate**

### Program: Cyber Security and Communications

*Performance Measure:* Percent of States and Urban Areas whose current interoperable communications abilities have been fully assessed

*FY 2009 Target:* 100%

*Previous FY 2009 Target:* 80%

*Explanation for target change:* With the current approach, the program believes it will meet the 100 percent target in FY 2009, which includes the review and approval of Statewide Communication Interoperability Plans (SCIP), Tactical Interoperable Communications Plans, and the completion of SCIP Development Workshops.

*Performance Measure:* Percent of targeted stakeholders who have implemented the Control Systems Security Self Assessment Tool (CS2SAT) to conduct vulnerability assessments

*FY 2009 Target:* 75%

*Previous FY 2009 Target:* 50%

*Explanation for target change:* Nine of the 18 Critical Infrastructure and Key Resources (CIKR) sectors have implemented the tool in FY 2008, exceeding the FY 2008 target of 25 percent and achieving the FY 2009 target of 50 percent. Control Systems Security Program was able to double the number of available public licenses for CS2SAT implementation. This made the tool more accessible to the private sector, accelerating the expected CIKR Sector rate of penetration. Because of the early achievement of the FY 2009 target and no anticipated implementation slowdowns, the program raised the FY 2009 target to 75 percent.

Program: Infrastructure Protection

*Program Performance Goal:* Improve the protection of the Nation's high risk and most valued critical infrastructure and key resources by characterizing and prioritizing assets, modeling and planning protective actions, and building partnerships

*Previous Program Performance Goal:* Protect the Nation's high risk and most valued critical infrastructure and key resources (CIKR) by characterizing and prioritizing assets, modeling and planning protective actions, and building partnerships

*Performance Measure:* Percent of critical infrastructure and key resource sector specific protection implementation actions on track

*Previous Performance Measure:* Percent of Critical Infrastructure and Key Resources (CIKR) sector specific planning protection implementation actions on track

Program: US-VISIT

*Performance Measure:* Percent of biometrically screened individuals inaccurately identified as being a on a US-VISIT watch list

*FY 2009 Target:* <0.04%

*Previous FY 2009 Target:* 0.013%

*Explanation for target change:* The US-VISIT ten-print process is replacing the older the two-print process. Due to a higher than expected false matches, the program has adjusted the FY 2009 target. Analysis has shown that the upward trend in the false matches is two-fold: 1) the increasing size of the watch list, and 2) higher volumes of ten-fingerprint capture applications have resulted in a somewhat lower quality print capture.

## **Science and Technology**

Program: Border and Maritime Security

*Performance Measure:* Percent of borders and maritime security program milestones that are met, as established in the fiscal year's budget execution plan

*Previous Performance Measure:* Percent of milestones that are met, as established in the fiscal year's budget execution plan

*Performance Measure:* Percent of transition program funding dedicated to developing technologies in direct response to Department of Homeland Security components' requirements

*FY 2009 Target:* 96%

*Previous FY 2009 Target:* 95%

*Explanation for target change:* The FY 2009 target was adjusted based on FY 2008 results.

Program: Chemical Biological

*Performance Measure:* Percent of chemical and biological program milestones that are met, as established in the fiscal year's budget execution plan.

*Previous Performance Measure Name:* Percent of milestones that are met, as established in the fiscal year's budget execution plan

Program: Command, Control, and Interoperability

*Performance Measure:* Percent of command, control and interoperability programs milestones that are met, as established in the fiscal year's budget execution plan

*Previous Performance Measure:* Percent of milestones that are met, as established in the fiscal year's budget execution plan

Program: Explosives

*Performance Measure:* Percent of explosives program milestones that are met, as established in the fiscal year's budget execution plan

*Previous Performance Measure:* Percent of milestones that are met, as established in the fiscal year's budget execution plan

*FY 2009 Target:* 80%

*Previous FY 2009 Target:* 85%

*Explanation for target change:* The program changed revised its FY 2009 target based upon revised milestones which will be more ambitious to achieve.

Program: Human Factors

*Performance Measure:* Percent of human factor program milestones that are met, as established in the fiscal year's budget execution plan

*Previous Performance Measure Name:* Percent of milestones that are met, as established in the fiscal year's budget execution plan

Program: Infrastructure and Geophysical

*Performance Measure:* Percent of infrastructure and geophysical program milestones supporting the protection of critical infrastructure that are met, as established in the fiscal year's budget execution plan

*Previous Performance Measure:* Percent of milestones that are met, as established in the fiscal year's budget execution plan



Program: Innovation

*Performance Measure:* Percent of innovation program milestones that are met, as established in the fiscal year's budget execution plan

*Previous Performance Measure Name:* Percent of milestones that are met, as established in the fiscal year's budget execution plan

*FY 2009 Target:* 60%

*Previous FY 2009 Target:* 50%

*Explanation for Target Change:* The FY 2009 target was adjusted based on FY 2008 results.

Program: Laboratory Facilities

*Performance Measure:* Percent of laboratory facilities program milestones supporting protection against biological attacks that are met, as established in the fiscal year's budget execution plan

*Previous Performance Measure:* Percent of milestones that are met, as established in the fiscal year's budget execution plan

*Performance Measure:* Percent of laboratory facilities program milestones supporting protection against transportation sectors that are met, as established in the fiscal year's budget execution plan

*Previous Performance Measure:* Percent of milestones that are met, as established in the fiscal year's budget execution plan

Program: Test & Evaluation and Standards

*Performance Measure:* Number of Department of Homeland Security official technical standards introduced per year

*FY 2009 Target:* 8

*Previous FY 2009 Target:* 20

*Explanation for target change:* The program has an irregular standards development pipeline which is impacted by individuals and organizations outside the program. Special circumstances involving one of the program's customers led to an abnormally high number of standards being introduced in the previous two fiscal years, which resulted in the program setting high targets in the short-term. The lower target that the program has set for FY 2009, while still ambitious, is more realistic for the program in an average year.

*Performance Measure:* Percent of test, evaluation and standards program milestones that are met, as established in the fiscal year's budget execution plan

*Previous Performance Measure Name:* Percent of milestones that are met, as established in the fiscal year's budget execution plan

*Performance Measure:* Percent of standards introduced that are adopted by Department of Homeland Security and partner agencies

*FY 2009 Target:* 80%

*Previous FY 2009 Target:* 95%

*Explanation for target change:* The program has set its FY 2009 target to be more realistic with the time to get a standard adopted which is sometimes a multi-year process.

Program: Transition

*Performance Measure:* Percent of transition program milestones that are met, as established in the fiscal year's budget execution plan

*Previous Performance Measure Name:* Percent of milestones that are met, as established in the fiscal year's budget execution plan

*FY 2009 Target:* 86%

*Previous FY 2009 Target:* 85%

*Explanation for target change:* The FY 2009 target was adjusted based on FY 2008 results.

Program: University Programs

*Performance Measure:* Number of Science, Technology, Engineering and Mathematics (STEM) students supported

*FY 2009 Target:* 178

*Previous FY 2009 Target:* 200

*Explanation for target change:* The FY 2009 target was decreased as a result of funding cuts, shifts in funding to other programs, and changes in the funding model of the program which decreases the total number of awards initially, but which will even out eventually.

## **Transportation Security Administration**

Program: Aviation Security

*Performance Measure:* Level of baggage security screening assessment results

*Previous Performance Measure Name:* Baggage security screening assessment results

*Performance Measure:* Level of passenger security screening assessment results

*Previous Performance Measure Name:* Passenger security screening assessment results

Program: Surface Transportation Security

*Performance Measure:* Percent of mass transit agencies that are in full compliance with industry agreed upon security and emergency management action items to improve security

*Previous Performance Measure Name:* Percent of Mass Transit agencies that are in full compliance with industry agreed upon standards to improve security

*FY 2009 Target:* 40%

*Previous FY 2009 Target:* 60%

*Explanation for target change:* The FY 2009 target was adjusted based on FY 2008 results. In FY 2008, the program conducted 88 assessments, covering 48 of the largest 50 agencies. Of the 48, 23 percent met the target. The largest 50 agencies will undergo second assessments in FY 2009 and based on expected improvements, TSA anticipates achieving an FY 2009 target of 40 percent.

Program: Transportation Security Support

*Performance Goal:* Improve the efficiency and effectiveness of transportation security business and management services by providing comprehensive leadership, oversight, and support to all programs.

*Previous Performance Goal:* Improve the receipt, assessment, and distribution of intelligence information related to transportation security.

## **U.S. Citizenship and Immigration Services**

Program: Adjudication Services

*Performance Measure:* Average cycle time to process form I-129 (Petition for Nonimmigrant Worker)

*Previous Performance Measure:* Actual cycle time to process form I-129 (Petition for Nonimmigrant Worker)

*Performance Measure:* Average cycle time to process form I-485 (Application to Register for Permanent Residence or to Adjust Status)

*Previous Performance Measure:* Actual cycle time to process form I-485 (Application to Register for Permanent Residence or to Adjust Status)

*Performance Measure:* Average cycle time to process form N-400 (Application for Naturalization)

*Previous Performance Measure Name:* Actual cycle time to process form N-400 (Application for Naturalization)

*Performance Measure:* Percent of ineligible asylum applicants (at local offices) referred to an immigration court within 60 days

*Previous Performance Measure Name:* Percent of asylum reform referrals (at local offices) completed within 60 days of receipt

Program: Information and Customer Service

*Performance Measure:* Customer satisfaction rate with U.S. Citizenship and Immigration Service phone centers

*Previous Performance Measure:* Customer satisfaction rate with U.S. Citizenship and Immigration Service phone centers

*FY 2009 Target:* 82%

*Previous FY 2009 Target:* 80%

*Explanation for Target Change:* The FY 2009 target was adjusted based on FY 2008 results.

## U.S. Coast Guard

### Program: Living Marine Resources

*Performance Measure:* Percent of U.S. Coast Guard boardings at sea in which no significant violations are detected when domestic fisheries regulations apply

*Previous Performance Measure:* Percent of fishermen complying with federal regulations

### Program: Marine Safety

*Performance Measure:* Five-year average number of commercial mariner deaths and injuries

*FY 2009 Target:* ≤ 529

*Previous FY 2009 Target:* ≤ 499

*Explanation for Target Change:* The FY 2009 target was adjusted upward based on an increase in the five-year average.

*Performance Measure:* Five-year average number of commercial passenger deaths and injuries

*FY 2009 Target:* ≤ 251

*Previous FY 2009 Target:* 224

*Explanation for Target Change:* The FY 2009 target was adjusted upward based on an increase in the five-year average.

### Program: Waterways Management: Aids to Navigation

Previous Program Name: Aids to Navigation (AtoN)

*Performance Measure:* Federal short-range aids to navigation availability

*Previous Performance Measure:* Federal Aids to Navigation Availability

*Performance Measure:* Five-year average number of Collisions, Allisions, and Groundings (CAG)

*FY 2009 Target:* ≤ 1,871

*Previous FY 2009 Target:* 1,752

*Explanation for Target Change:* The FY 2009 target was adjusted based on FY 2008 results.

### Program: Waterways Management: Ice Operations

Previous Program Name: Ice Operations

## U.S. Customs and Border Protection

### Program: Air and Marine

*Performance Measure:* Number of airspace incursions along the southern border

*Previous Performance Measure Name:* Number of airspace incursions along the southern border (Extending the physical zone of security beyond the borders)

*Performance Measure:* Percent of at-risk miles under strategic air surveillance

*Previous Performance Measure Name:* Percent of at risk miles under strategic air surveillance (Strategic air coverage)

Program: Border Security and Control between Ports of Entry

*Performance Measure:* Border miles under effective control (including certain coastal sectors)

*FY 2009 Target:* 815

*Previous FY 2009 Target:* 742

*Explanation for target change:* Since 757 border miles were under effective control at the end of FY 2008, the program adjusted the FY 2009 target upward.

*Performance Measure:* Percent of traffic checkpoint cases referred for prosecution to the U.S. Attorney's office

*FY 2009 Target:* > 18%

*Previous FY 2009 Target:* 8%-15%

*Explanation for target change:* Based on the FY 2008 results of 18 percent, the program adjusted the FY 2009 target upward.

Program: Inspections, Trade & Travel Facilitation at Ports of Entry

*Performance Measure:* Air passenger apprehension rate for major violations

*FY 2009 Target:* 25.0%

*Previous FY 2009 Target:* 41.50%

*Explanation for target change:* Apprehension rates vary significantly over time, typically ranging from the mid-20% to 40% or more. Based on historical results, and those obtained in FY 2008, the program has adjusted its FY 2009 target to reflect a more realistic performance expectation.

*Performance Measure:* Border vehicle passengers in compliance with agricultural quarantine regulations (percent compliant)

*FY 2009 Target:* 95.5%

*Previous FY 2009 Target:* 94.70%

*Explanation for target change:* The FY 2009 target increased to 95.5 percent; however, this is still below the actual result of 97.7 percent for FY 2008. The FY 2008 rate was abnormally high compared with historical numbers since the agricultural function has been at CBP. If this trend continues, the program anticipates that future targets will be adjusted upward.

*Performance Measure:* International air passengers in compliance with agricultural quarantine regulations (percent compliant)

*FY 2009 Target:* 96%

*Previous FY 2009 Target:* 97%

*Explanation for target change:* The FY 2008 result of 95.8 percent is consistent with the previous three years of data for this measure. The program has adjusted its FY 2009 target downward; however, it is still higher than the previous four-year average.

*Performance Measure:* Compliance rate for Customs-Trade Partnership Against Terrorism (C-TPAT) members with the established C-TPAT security guidelines

*FY 2009 Target:* 99%

*Previous FY 2009 Target:* 96%

*Explanation for target change:* The program increased its target due to achieving 99.9 percent in FY 2008 which was a result of increases in staff, increases in experienced specialists, and a pro-active approach in educating the trade community through outreach programs.

*Performance Measure:* Land border apprehension rate for major violations

*FY 2009 Target:* 28.0%

*Previous FY 2009 Target:* 35.50%

*Explanation for target change:* Apprehension rates vary significantly over time, typically ranging from the mid-20% to 40% or more. Based on historical results, and those obtained in FY 2008, the program has adjusted its FY 2009 target to reflect a more realistic performance expectation.

*Performance Measure:* Percent of sea containers screened for contraband and concealed people

*FY 2009 Target:* 3.20%

*Previous FY 2009 Target:* 6%

*Explanation for target change:* Focus of examination of high-risk containers, identified by the Advanced Targeting System (ATS) screening of container manifests, has resulted in more high-risk examinations occurring at Container Security Initiative (CSI) host nation ports prior to their departure to the U.S., which in turn reduces the number of screenings that must be conducted at the U.S. destination ports. The ATS algorithms and screening rule sets have also been refined, resulting in refinement of containers identified as “high-risk” which triggers a mandatory examination. Discretionary container screening at the ports of entry still occur, based on local targeting, but these numbers have been fairly consistent over time and will not counter the effect that the combination of more CSI foreign port exams and refinements in the ATS targeting rule sets will have on reducing the overall mandatory “high-risk” screening that take place at U.S. ports of entry.

*Performance Measure:* Percent of truck and rail containers screened for contraband and concealed people

*FY 2009 Target:* 35%

*Previous FY 2009 Target:* 33.50%

*Explanation for target change:* The FY 2009 target was raised based on results obtained in FY 2008.

*Performance Measure:* Percent of worldwide U.S.-destined containers processed through Container Security Initiative (CSI) ports

*FY 2009 Target:* 86%

*Previous FY 2009 Target:* 90%

*Explanation for target change:* The FY 2009 target was adjusted based on FY 2008 results and that there are no current plans for expanding CSI to other ports, thus there is no expected increase in the percent of containers that will be processed through CSI ports.

## **U.S. Immigration and Customs Enforcement**

Program: Automation Modernization

*Performance Measure Name:* Percent increase in ICE investigative and enforcement systems incorporated into Decision Support Systems

*Previous Performance Measure Name:* Percent increase in ICE investigative and enforcement systems incorporated into ICE Decision Support System consolidated data marts

*FY 2009 Target:* 80%

*Previous FY 2009 Target:* 56%

*Explanation for target change:* The FY 2009 target was adjusted upward based on FY 2008 results. Data from 16 systems went into the production environment for the Enterprise Data Warehouse in FY 2008 which resulted in target being exceeded.

Program: International Affairs

*Performance Measure:* Number of visa application requests denied due to recommendations from the Visa Security Program

*FY 2009 Target:* 924

*Previous FY 2009 Target:* 770

*Explanation for target change:* The FY 2009 target was adjusted upward based on FY 2008 results.

Program: Investigations

*Performance Measure:* Percent of closed investigations which have an enforcement consequence (arrest, indictment, conviction, seizure, fine, or penalty)

*FY 2009 Target:* 47.0%

*Previous FY 2009 Target:* 36.70%

*Explanation for target change:* The FY 2009 target was adjusted upward based on FY 2008 results. The FY 2008 results exceeded the target by approximately 10 percent and is attributable to more investigative efficiencies and resources being put into place during FY 2008

## **U.S. Secret Service**

Program: Infrastructure Investigations

*Performance Measure:* Financial crimes loss prevented by the Secret Service Electronic Crimes Task Forces (in millions)

*FY 2009 Target:* \$160

*Previous FY 2009 Target:* \$300

*Explanation for Target Change:* The FY 2009 target was adjusted based on FY 2008 results.





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