

ACE Performance Measures

Briefing to the Trade Leadership Council

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U.S. Customs and
Border Protection

Our purpose today

- **Provide an ACE performance measurement overview**
- **Demonstrate commitment to:**
 - **measure agency effectiveness through ACE contributions**
 - **support trade objectives**
- **Ask for your help with:**
 - **developing and piloting user survey**
 - **analyzing survey results**
- **Address any questions**



Background



Government Accountability Office (GAO) recommendations:

- Align program goals with organization's strategic goals
- Produce updated set of performance measures, including outcome-based measures and user satisfaction measures



CBP created a working group to address above issues



Adopted Office of Management and Budget's performance measurement framework to:

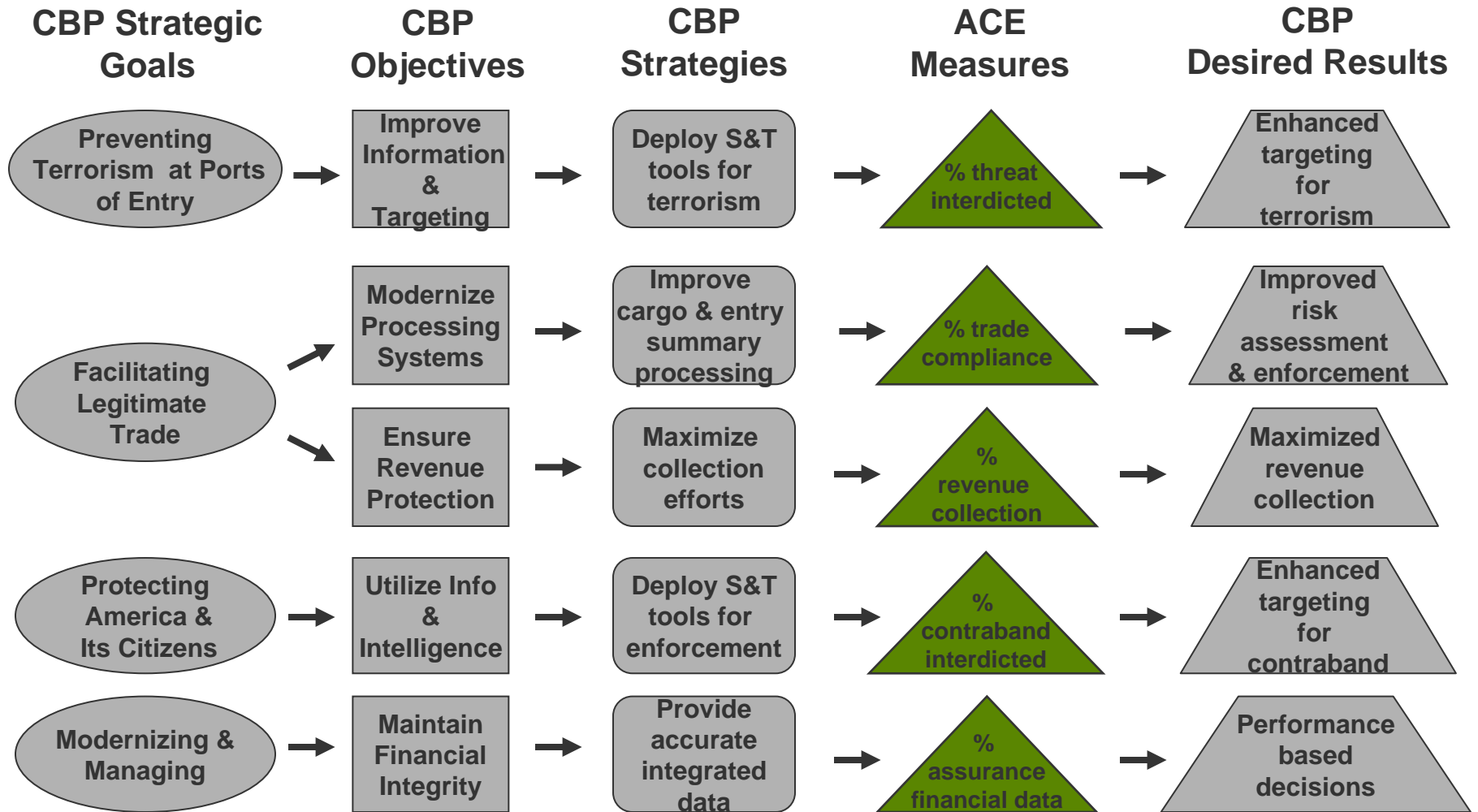
- Demonstrate alignment with agency goals and objectives
- Satisfy full range of performance reporting requirements
- Enable better program oversight



Methodology and measures approved by CBP and DHS, July 06



Aligning Measures and Goals



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Trade – Related Measures

Management Focus Area	Applicable Release(s)
<u>Efficiency</u>	
(Decrease) paperwork for the Trade	R4; ESAR (A1, A2)
(Increase) percentage of entries released without intervention	S&T-related
(Increase) monetary benefit to the Trade due to PM Statement float	R3
(Increase) dollar amount of duties and fees collected via PM Statement	R3
(Decrease) time to process at primary (truck)	R4; CCR (M2)
(Increase) percent of supporting documents submitted electronically (for entry summaries requiring team review)	ESAR (A2)
(Increase) number of post-summary corrections electronically submitted	ESAR (A2)
(Increase) number of documents for release and post-release that can be submitted electronically	ESAR (A2)
<u>Effectiveness</u>	
(Increase) number of managed accounts in compliance	R4, ESAR (A1)
(Increase) number of e-bonds received	ESAR (A2)
(Increase) number of trade accounts	R2
<u>User Satisfaction</u>	
(Increase) customer satisfaction with the seamless filing of Multi-Modal Manifest (air)	CCR (M2)
(Increase) percent users satisfied with system usability	All releases

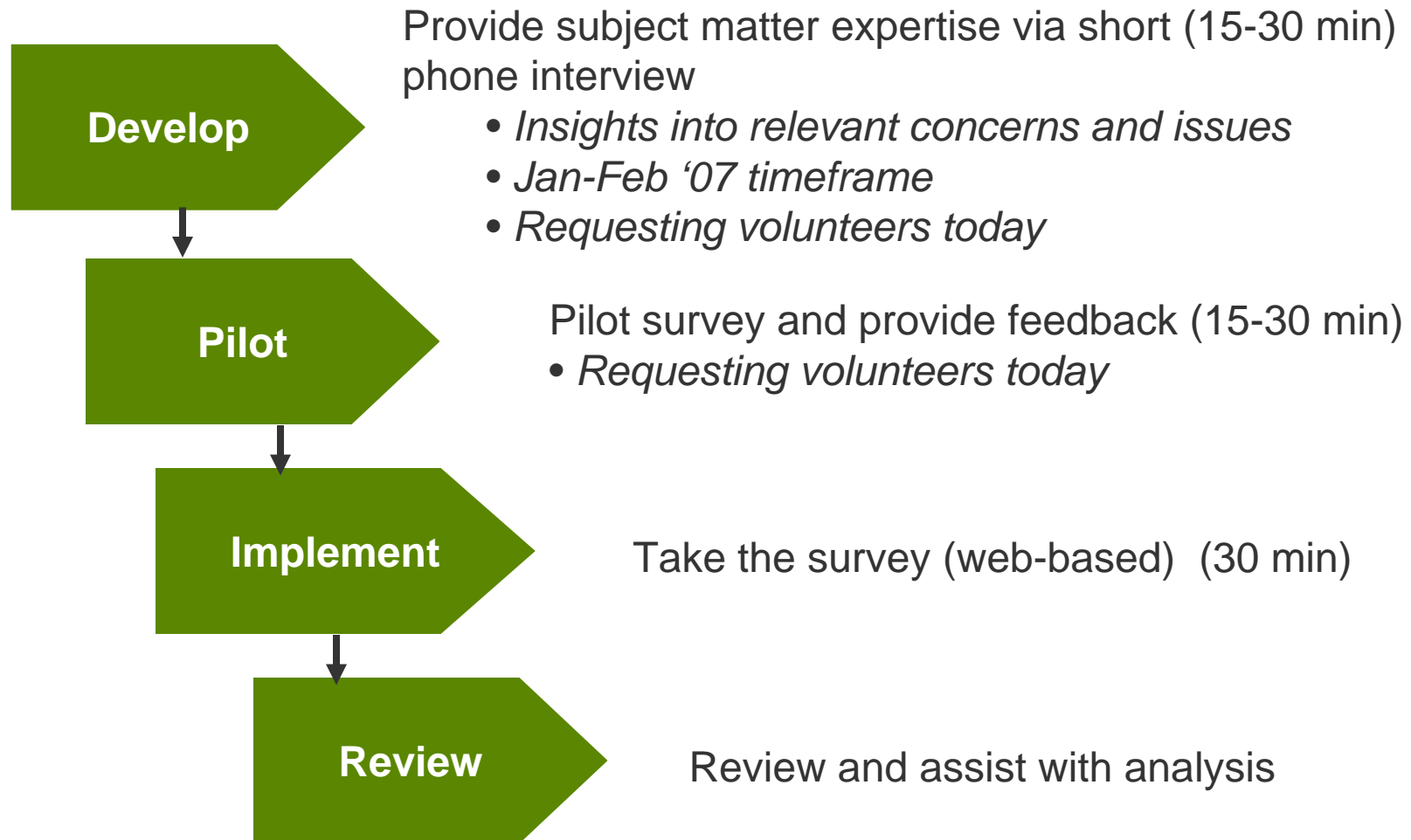


Survey Measures

Management Focus Area	Applicable Release(s)
<u>Efficiency</u>	
(Decrease) paperwork for the Trade	R4; ESAR (A1, A2)
(Increase) monetary benefit to the Trade due to PM Statement float	R3
<u>User Satisfaction</u>	
(Increase) customer satisfaction with the seamless filing of Multi-Modal Manifest (air)	CCR (M2)
(Increase) percent users satisfied with system usability	All releases



We need your help to...



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