

Customs & Border Services Balanced Scorecard

Target (SBO)	Objectives (CSF)	Measures (KPI)
Secure the country's borders from the entry of dangerous people and goods and prevent unlawful trade and travel.	Establish and maintain effective borders control.	Border miles under effective control (including certain coastal sectors).
	Use appropriate mix of infrastructure, technology and personnel for air borders.	Total number of cumulative miles of permanent tactical infrastructure constructed.
	Use appropriate mix of infrastructure, technology and personnel for land borders.	Percent of active commissioned canine teams with 100 percent detection rate results in testing of the Canine Enforcement Team.
	Use appropriate mix of infrastructure, technology and personnel for maritime borders.	Percent of air support launches accomplished to support border ground agents to secure the border.
		Percent of at-risk miles under strategic air surveillance and coverage.
		Number of airspace incursions along the southern border (extending the physical zone of security beyond the borders).
		Percent of sea containers screened for contraband and concealed people.
		Percent of truck and rail containers screened for contraband and concealed people.
		Percent of apprehensions at Customs Border Patrol (CBP) checkpoints.

Target (SBO)	Objective (CSF)	Measures (KPI)
Ensure the efficient flow of legitimate trade and travel across the country's borders.	Protect the country's economy through efficient law enforcement and facilitation of legitimate trade and travel.	Air passengers compliant with laws, rules, and regulations (percent).
		Advanced Passenger Information System data sufficiency rate (percent).
		Border vehicle passengers in compliance with agricultural quarantine regulations (percent compliant).
		International air passengers in compliance with agricultural quarantine regulations (percent compliant).
		Land border passengers compliant with laws, rules, and regulations (percent).
		Average CBP exam reduction ratio for C-TPAT member importers compared with non-C-TPAT importers.
		Compliance rate for C-TPAT members with the established C-TPAT security guidelines.

Mission, Vision & Strategic Goals

Target (SBO)	Objective (CSF)	Measure (KPI)
Leverage intelligence and information sharing to maximize the effectiveness of limited resources.	Develop and deploy a predictive and integrated intelligence capability.	Total number of linked electronic sources from CBP and other government agencies for targeting information.

Target (SBO)	Objective (CSF)	Measures (KPI)
Maximize the power of partnerships.	Promote cooperation and teamwork with government and private organizations.	Percent of traffic checkpoint cases referred for prosecution to the state attorney's office. Number of foreign cargo examinations resolved in cooperation with the Container Security Initiative.

Target (SBO)	Objective (CSF)	Measures (KPI)
Promote achievement and a results-driven culture through an effective management infrastructure that fosters the highest standards of integrity.	Promote achievement and a results-driven culture through an effective management infrastructure.	Number of Border Patrol agents trained in rescue and emergency medical procedures. Percent of time the TECS is available to end users. Number of trade accounts with access to ACE functionality to manage trade information. Percent of CBP workforce using ACE functionality to manage trade information. Percent of network availability.

ACE = Automated Commercial Environment
 C-TPAT = Customs-Trade Partnership Against Terrorism
 TECS = Traveler Enforcement and Compliance System