Reimbursable Services Programs

First through Fourth Quarters, Fiscal Year 2021, and First and Second Quarters, Fiscal Year 2022

September 19, 2022
Fiscal Years 2021 and 2022 Report to Congress

U.S. Customs and Border Protection
Message from the Deputy Commissioner of CBP

September 19, 2022

I am pleased to submit the following report, “Reimbursable Services Programs,” for the first quarter (Q1) through fourth quarter of Fiscal Year (FY) 2021 and for Q1 and the second quarter of FY 2022.

The report was prepared by U.S. Customs and Border Protection (CBP) pursuant to direction in the Joint Explanatory Statement that accompanies the FY 2021 Department of Homeland Security (DHS) Appropriations Act (P.L. 116-260) and in the Joint Explanatory Statement that accompanies the FY 2022 DHS Appropriations Act (P.L. 117-103).

Pursuant to congressional requirements, this report is being provided to the following Members of Congress:

   The Honorable Lucille Roybal-Allard
   Chairwoman, House Appropriations Subcommittee on Homeland Security

   The Honorable Chuck Fleischmann
   Ranking Member, House Appropriations Subcommittee on Homeland Security

   The Honorable Chris Murphy
   Chair, Senate Appropriations Subcommittee on Homeland Security

   The Honorable Shelley Moore Capito
   Ranking Member, Senate Appropriations Subcommittee on Homeland Security

I would be pleased to respond to any questions that you may have. Please do not hesitate to contact my office at (202) 344-2001.

Sincerely,

Troy A. Miller
Deputy Commissioner
U.S. Customs and Border Protection
Executive Summary

The Reimbursable Services Program enables partnerships with private-sector and government entities to provide additional inspection services on a reimbursable basis upon program stakeholders’ request. It is critical that reimbursable programs are not used to supplant baseline service levels but instead are used to supplement enhancement requests for service that CBP otherwise would be unable to perform.
Table of Contents

I. Legislative Language.......................................................................................................... 1

II. Background......................................................................................................................... 2

III. Baseline Service Levels at Ports of Entry................................................................. 3
   A. Alabama .......................................................................................................................... 3
      Port of Huntsville, Alabama ...................................................................................... 3
      Port of Mobile, Alabama ........................................................................................... 3
   B. Arizona .......................................................................................................................... 3
      Phoenix Sky Harbor International Airport, Arizona.................................................. 3
      Port of San Luis, Arizona ........................................................................................... 3
   C. California ........................................................................................................................ 4
      Los Angeles International Airport-Cargo Operations, California ............................. 4
      Los Angeles/Long Beach Seaport, California ........................................................... 4
      Otay Mesa, California ................................................................................................ 4
      Port Hueneme, California .......................................................................................... 4
      Port of San Diego, California .................................................................................... 4
      San Francisco International Airport, California ....................................................... 5
      San Jose International Airport, California .............................................................. 5
   D. Colorado .......................................................................................................................... 5
      Denver International Airport, Colorado ..................................................................... 5
   E. Delaware .......................................................................................................................... 5
      Wilmington, Delaware ................................................................................................ 5
   F. Florida ............................................................................................................................... 5
      Area Port of Jacksonville, Florida ............................................................................. 5
      Area Port of Tampa, Florida ...................................................................................... 5
      Cape Canaveral, Florida ............................................................................................. 5
      Miami International Airport, Florida ........................................................................ 6
      Miami Seaport, Florida ............................................................................................... 6
      Orlando International Airport, Florida ....................................................................... 6
Panama City, Florida ................................................................. 6
Port Everglades/Fort Lauderdale, Florida ........................................ 7
Port Manatee, Florida ................................................................. 7
G. Georgia ................................................................................... 7
Atlanta, Georgia ......................................................................... 7
Savannah, Georgia ................................................................. 7
H. Hawaii ..................................................................................... 8
Daniel K. Inouye International Airport, Hawaii ............................... 8
Honolulu Seaport, Hawaii ....................................................... 8
Kona, Hawaii ............................................................................... 8
I. Indiana ..................................................................................... 8
Indianapolis International Airport, Indiana ...................................... 8
J. Louisiana .................................................................................. 8
New Orleans, Louisiana .............................................................. 8
K. Maine ...................................................................................... 9
Bangor, Maine ........................................................................... 9
L. Maryland .................................................................................. 9
Baltimore, Maryland ................................................................. 9
M. Massachusetts ........................................................................ 9
Boston, Massachusetts ............................................................... 9
Logan Airport, Massachusetts .................................................. 9
N. Michigan .................................................................................. 9
Detroit, Michigan ....................................................................... 9
Detroit Metropolitan Airport, Michigan ..................................... 9
O. Minnesota ................................................................................ 10
Minneapolis-Saint Paul International Airport, Minnesota .................. 10
P. Mississippi ............................................................................... 10
Gulfport, Mississippi ............................................................... 10
Q. Missouri ................................................................................... 10
Kansas City, Missouri ............................................................. 10
St. Louis, Missouri ................................................................. 10
R. Nevada ................................................................................... 10
Las Vegas, Nevada ................................................................. 10
S. Nevada .................................................................................... 10
Reno, Nevada ........................................................................... 10
T. New Mexico ............................................................................ 11
Albuquerque, New Mexico ...................................................... 11
Santa Teresa, New Mexico ..................................................... 11
U. New York ................................................................................ 11
Buffalo, New York ................................................................. 11
John F. Kennedy International Airport, New York ......................... 11
V. North Carolina ......................................................................... 11
Charlotte, North Carolina ....................................................... 11
Raleigh-Durham, North Carolina ............................................... 12
Wilmington, North Carolina .................................................. 12
W. Ohio ....................................................................................... 12
Cleveland, Ohio ....................................................................... 12
W. Oregon ........................................................................................................................ 12
    Portland, Oregon ............................................................................................................ 12
X. Pennsylvania .................................................................................................................. 12
    Harrisburg, Pennsylvania ............................................................................................ 12
    Philadelphia, Pennsylvania .......................................................................................... 13
    Pittsburgh, Pennsylvania ............................................................................................. 13
Y. South Carolina ................................................................................................................ 13
    Charleston, South Carolina ............................................................................................ 13
    Columbia, South Carolina ............................................................................................. 13
    Greenville-Spartanburg, South Carolina ....................................................................... 13
Z. Tennessee .......................................................................................................................... 14
    Memphis, Tennessee ........................................................................................................ 14
    Nashville, Tennessee ....................................................................................................... 14
AA. Texas ............................................................................................................................. 14
    Brownsville, Texas ........................................................................................................... 14
    Dallas/Fort Worth, Texas ............................................................................................... 14
    Eagle Pass, Texas .......................................................................................................... 14
    El Paso, Texas ................................................................................................................ 15
    Freeport, Texas .............................................................................................................. 15
    Hidalgo, Texas ................................................................................................................. 15
    Houston Airport, Texas .................................................................................................... 16
    Houston Seaport, Texas ................................................................................................... 16
    Laredo, Texas .................................................................................................................. 16
    Presidio, Texas ................................................................................................................. 16
    Rio Grande City, Texas ................................................................................................. 17
    San Antonio, Texas ......................................................................................................... 17
BB. Utah .................................................................................................................................. 17
    Salt Lake City, Utah .......................................................................................................... 17
CC. Virginia .......................................................................................................................... 17
    Norfolk-Newport News, Virginia .................................................................................... 17
    Washington-Dulles International Airport, Virginia ....................................................... 17
DD. Washington .................................................................................................................... 18
    Blaine, Washington ......................................................................................................... 18
    Seattle, Washington ......................................................................................................... 18
    Tacoma, Washington ........................................................................................................ 18
EE. Wyoming ....................................................................................................................... 18
    Natrona County Airport, Wyoming ................................................................................ 18
FF. Guam ............................................................................................................................... 18
    Hagatna, Guam ................................................................................................................ 18
GG. Northern Mariana Islands ........................................................................................... 19
    Rota, Northern Mariana Islands ..................................................................................... 19
    Saipan, Northern Mariana Islands ................................................................................... 19
    Tinian, Northern Mariana Islands .................................................................................... 19
HH. Puerto Rico .................................................................................................................... 19
    Aguadilla, Puerto Rico ..................................................................................................... 19
    Fajardo, Puerto Rico ....................................................................................................... 19
Luis Munoz Marin International Airport, Puerto Rico .............................................. 19
Mayaguez, Puerto Rico .............................................................................................. 19
Ponce, Puerto Rico ..................................................................................................... 20
San Juan, Puerto Rico (Area Port) ............................................................................. 20

II. U.S. Virgin Islands ..................................................................................................... 20
Charlotte Amalie (Area Port of St. Thomas), U.S. Virgin Islands ......................... 20

IV. Conclusion .................................................................................................................. 21

V. Appendix: List of Abbreviations ............................................................................. 22
I. Legislative Language

This document was compiled pursuant to direction set forth in the Joint Explanatory Statement that accompanies the Fiscal Year (FY) 2021 Department of Homeland Security (DHS) Appropriations Act (P.L. 116-260) and in the Joint Explanatory Statement that accompanies the FY 2022 DHS Appropriations Act (P.L. 117-103).

The FY 2021 Joint Explanatory Statement states:

Reporting Requirements.—CBP shall follow the direction provided in Senate Report 116-125 on the following items:…
… (7) Reimbursable Services Programs;…

As referenced in the FY 2021 Joint Explanatory Statement, Senate Report 116-125 states:

Reimbursable Services Programs.—The Reimbursable Services Program enables partnerships with private sector and government entities to provide additional inspection services on a reimbursable basis upon request for stakeholders. It is critical that reimbursable programs are not used to supplant baseline service levels, but instead are used to supplement enhancement requests for service that CBP would be otherwise unable to perform. For instance, the Committee is concerned that previously CBP-budgeted Saturday rail services at POEs are now being covered under the Reimbursable Services Program. The Committee is concerned because this is but one of numerous reports of CBP shifting the costs of baseline service to the Reimbursable Services Program, and because these shifts can negatively affect terminal operators. To better establish expectations for all parties, the Committee directs CBP to provide each port operator with information on baseline service levels and report to the Committee quarterly on CBP’s adherence to these baseline service levels. Additionally, CBP shall include information on requirements for staff, facility, and security upgrades for seaports to include marine and cruise terminals. It should address staffing shortages, upgraded facility and security requirements, and plans for technology recapitalization; the process used to decide how initiatives are funded; a justification for the scope of the requests; and how CBP will negotiate and incorporate the ports’ involvement into the development of their capital management plan to allow for early identification and planning for future facility and security needs.

The FY 2022 Joint Explanatory Statement states:

Reimbursable Services Program.—CBP is directed to provide each port operator with information on baseline service levels and report to the Committees quarterly on CBP’s adherence to these baseline service levels.
II. Background

U.S. Customs and Border Protection (CBP) faces record increases in passenger and cargo volumes and frequently is asked to provide new or additional services to support this increased demand. To address these issues, Congress enacted Section 560 of the FY 2013 DHS Appropriations Act (P.L. 113-6), Section 559 of the FY 2014 DHS Appropriations Act (P.L. 113-76), and Section 481 of the Homeland Security Act, 2002 (P.L. 107-296), as amended by the Cross-Border Trade Enhancement Act, 2016 (P.L. 114-279). To facilitate the planning, development, and ongoing implementation of these new and expanded authorities, CBP established the Reimbursable Services Program (RSP).

The RSP is an example of public-private partnerships that were developed as part of the Office of Field Operations’ Resource Optimization Strategy at Ports of Entry, originally submitted to Congress on April 10, 2013. The Resource Optimization Strategy at Ports of Entry was designed to address the increased demands on CBP’s existing resources and to enhance services to interested stakeholders in all of CBP’s operational environments. These partnerships represent a “win-win” option; they not only help CBP to carry out its national security mission, but they help private and public entities to develop new opportunities to expedite the legitimate flow of people and goods, which are vital to the U.S. economy.

Further information on the RSP, including reimbursement levels with CBP’s partners, can be found in Section 907 Report on Certain U.S. Customs and Border Protection Agreements, an annual report provided to Congress.
III. Baseline Service Levels at Ports of Entry

The following section provides baseline service levels for ports of entry (POE) that have reimbursable services agreements (RSA). Baseline service levels are considered core hours of operation when CBP processes passengers and cargo at a POE. Processing of travel or trade that occurs outside of core operating hours is not considered part of baseline service levels, and it is not included in this report. Core hours of operation are available on the cbp.gov website, and relevant links are provided within this report for each POE.

Hours of operation are subject to change as CBP responds to changes in patterns of travel and trade as well as emergency situations or other unforeseen events. Port operators and other interested parties are encouraged to coordinate directly with local POEs to obtain the most accurate and current information.

A. Alabama

Port of Huntsville, Alabama

Office Hours: Monday-Friday, 8:00 a.m.-5:00 p.m. (Central Standard Time (CST))
https://www.cbp.gov/contact/ports/huntsville-alabama-1910

Port of Mobile, Alabama

Office Hours:  Monday-Friday, 8:00 a.m.-5:00 p.m. (CST)
https://www.cbp.gov/contact/ports/mobile-including-theodore

B. Arizona

Phoenix Sky Harbor International Airport, Arizona

Passenger Processing: Daily, 8:00 a.m.-9:00 p.m. (Mountain Standard Time (MST))
Cargo: Monday-Friday, 8:30 a.m.-4:30 p.m. (MST)
https://www.cbp.gov/contact/ports/phoenix

Port of San Luis, Arizona

Commercial Processing:
    Monday-Friday, 9:00 a.m.-7:00 p.m. (MST)
    Saturday, 9:00 a.m.-3:00 p.m. (MST)
https://www.cbp.gov/contact/ports/san-luis
C. California

Los Angeles International Airport-Cargo Operations, California

Office Hours: Monday-Friday, 8:30 a.m.-4:30 p.m. (Pacific Standard Time (PST))
https://www.cbp.gov/contact/ports/los-angeles-international-airport-cargo-operations-california-2720

Los Angeles/Long Beach Seaport, California

Office Hours: Monday-Friday, 8:30 a.m.-4:30 p.m. (PST)
https://www.cbp.gov/contact/ports/los-angeleslong-beach-seaport-california-2704

Otay Mesa, California

Office Hours: Monday-Friday, 6:00 a.m.-8:00 p.m. (PST)
Facilities and Crossings:
Cargo Export Operations: Monday-Friday, 8:00 a.m.-8:00 p.m. (PST)
Cargo Import: Monday-Friday, 6:00 a.m.-7:00 p.m. (PST)
Otay Mesa POE - Class A: Daily, 24 Hours
Laden Vehicles: Monday-Friday, 6:00 a.m.-7:00 p.m. (PST)
Empty Vehicles: Monday-Friday 5:00 a.m.-7:30 p.m. (PST)
Saturday and Sunday. 8:00 a.m.-3:30 p.m. (PST)
Bulk Shipments: Monday-Friday, 6:00 a.m.-4:00 p.m. (PST)
Free and Secure Trade (FAST) Bulk Shipments: Monday-Friday, 6:00 a.m.-7:00 p.m. (PST)
Currency Shipments: Monday-Friday, 8:00 a.m.-3:00 p.m. (PST)
No Bulk (except FAST) No Hazmat: Saturday, 8:00 a.m.-3:30 p.m. (PST)
Customs-Trade Partnership Against Terrorism/FAST Shipments: Sunday, 8:00 a.m.-2:00 p.m. (PST)
Perishable Shipments: Sunday, 9:00 a.m.-2:00 p.m. (PST)
https://www.cbp.gov/contact/ports/otay-mesa-california-2506

Port Hueneme, California

Office and Operational Hours: Monday-Friday, 8:00 a.m.5:00 p.m. (PST)
https://www.cbp.gov/contact/ports/port-hueneme

Port of San Diego, California

Office Hours: Monday-Friday, 9:00 a.m.-5:00 p.m. (PST)
Trade & Broker Support: Monday-Friday, 9:00 a.m.-5:00 p.m. (PST)
Fifth Avenue Landing: Monday-Friday, 6:00 a.m.-10:00 p.m. (PST)
Dana Launch Ramp Public Dock: Daily, 24 hours
https://www.cbp.gov/contact/ports/san-diego
San Francisco International Airport, California

Hours of Operation: Monday-Friday, 7:45 a.m.-3:00 p.m. (PST)
https://www.cbp.gov/contact/ports/san-francisco-international-airport-california-2801

San Jose International Airport, California

Office Hours: Monday-Friday, 8:00 a.m.-4:00 p.m. (PST)
https://www.cbp.gov/contact/ports/san-jose-international-airport-california-2834

D. Colorado

Denver International Airport, Colorado

Office Hours: Monday-Friday, 8:00 a.m.-4:30 p.m. (MST)
Hours of Operation: Daily, 10:00 a.m.-8:30 p.m. (MST)
https://www.cbp.gov/contact/ports/denver-colorado-3307

E. Delaware

Wilmington, Delaware

Office Hours: Monday-Friday, 8:00 a.m.-4:00 p.m. (Eastern Standard Time (EST))
https://www.cbp.gov/contact/ports/wilmington-delaware-1103

F. Florida

Area Port of Jacksonville, Florida

Office Hours: Monday-Friday, 8:00 a.m.-4:00 p.m. (EST)
https://www.cbp.gov/contact/ports/area-port-jacksonville

Area Port of Tampa, Florida

Office Hours: Monday-Friday, 8:30 a.m.-5:00 p.m. (EST)
Tampa International Airport Air Cargo: Monday-Friday, 8:30 a.m.-5:00 p.m. (EST)
Central Examination Station: Monday-Friday, 8:30 a.m.-5:00 p.m. (EST)
https://www.cbp.gov/contact/ports/area-port-tampa

Cape Canaveral, Florida

Office Hours: Monday-Friday, 8:00 a.m.-5:00 p.m. (EST)
https://www.cbp.gov/contact/ports/cape-canaveral
Miami International Airport, Florida

Office Hours: Monday-Friday, 8:00 a.m.-5:00 p.m. (EST)
Facilities and Crossings:
Global Entry Enrollment Center: Daily, 8:00 a.m.-10:00 p.m. (EST)
Deferred Inspection Office: Daily, 7:00 a.m.-3:00 p.m. (EST)
General Aviation Center Miami Airport: Daily, 24 hours
Agriculture Air Cargo: Daily, 12:00 a.m.-12:00 p.m. (EST)
Main Passenger Operations (North Terminal): Daily, 24 hours
Central Concourse: Daily, 24 hours
DHL: Sunday, 9:30 a.m.-3:30 p.m. (EST)
  Monday, 2:00 p.m.-8:00 p.m. (EST)
  Tuesday-Saturday, 4:00 a.m.-8:00 p.m. (EST)
United Parcel Service: Sunday, 4:00 p.m.-9:00 p.m. (EST)
  Tuesday-Friday 4:00 a.m.-12:00 p.m. (EST)
  Saturday, 5:00 a.m.-1:00 p.m. (EST)
FedEx: Monday-Saturday, 4:00 p.m.-12:00 a.m. (EST)
Tamiami Airport: Saturday-Sunday, 11:00 a.m.-7:00 p.m. (EST)
International Bonded Couriers: Monday-Friday, 7:00 a.m.-9:00 p.m. (EST)
Foreign Mail Facility: Daily, 8:00 a.m.-8:30 p.m. (EST)
https://www.cbp.gov/contact/ports/miami-international-airport-florida-5206

Miami Seaport, Florida

Office Hours: Daily, 6:00 a.m.-10:00 p.m. (EST)
Facilities and Crossings:
Small Vessel Reporting, Terminal D: Monday-Sunday, 6:00 a.m.-10:00 p.m. (EST)
Seaport Cargo Center: Monday-Friday, 8:00 a.m.-4:00 p.m. (EST)
Vehicle Export: Monday-Friday, 7:00 a.m.-3:00 p.m. (EST)
Marine Desk: Monday-Friday, 7:00 a.m.-3:00 p.m. (EST)
Agriculture: Monday-Friday, 7:00 a.m.-3:00 p.m. (EST)
Warehouse Inspection Team: Monday-Friday, 7:00 a.m.-3:00 p.m. (EST)
Trade Enforcement Team: Monday-Friday, 8:00 a.m.-4:00 p.m. (EST)
https://www.cbp.gov/contact/ports/miami-seaport

Orlando International Airport, Florida

Office Hours: Monday-Friday, 8:30 a.m.-5:00 p.m. (EST)
Orlando International Airport - Airside 4 (Passengers): Daily, 8:00 a.m-8:00 p.m. (EST)
https://www.cbp.gov/contact/ports/orlando-international-airport-florida-1808

Panama City, Florida

Office Hours: Monday-Friday, 8:30 a.m.5:00 p.m. (CST)
https://www.cbp.gov/contact/ports/panama-city
Port Everglades/Fort Lauderdale, Florida

Office Hours: Monday-Friday, 8:00 a.m.-5:00 p.m. (EST)
Fort Lauderdale/Hollywood International Airport, Agriculture:
  Daily, 10:00 a.m.-9:00 p.m. (EST)
Fort Lauderdale/Hollywood International Airport, Passenger Customs:
  Daily, 12:00 a.m.-11:00 p.m. (EST)
Fort Lauderdale/Hollywood International Airport, Passenger, Immigration:
  Daily, 8:00 a.m.-12:00 a.m. (EST)
Port Office – Passenger Processing, Suite 104 SeaCobra:
  Saturday, 6:00 a.m.-12:00 a.m. (EST)
Port Office – Passenger Processing-Immigration: Daily, 7:00 a.m.-12:00 a.m. (EST)
Port Office – Agriculture: Monday-Friday, 8:00 a.m.-8:00 p.m. (EST)
General Aviation Facility, Customs: Daily, 24 hours
General Aviation Facility, Immigration: Daily, 24 hours
Port Office – Inbond: Saturday, 11:00 a.m.-3:00 p.m. (EST)
Port Office – Trade, Suite 110: Monday-Friday, 8:00 a.m.-5:00 p.m. (EST)
Vehicle Export: Monday-Friday, 8:00 a.m.-3:30 p.m. (EST)
Export Cargo: Monday-Friday, 8:00 a.m.-4:00 p.m. (EST)
Executive Airport: Daily, 8:00 a.m.-9:00 p.m. (EST)
https://www.cbp.gov/contact/ports/port-evergladesfort-lauderdale-florida-5203

Port Manatee, Florida

Office Hours: Monday-Friday, 8:30 a.m.-5:00 p.m. (EST)
https://www.cbp.gov/contact/ports/port-manatee-florida-1821

G. Georgia

Atlanta, Georgia

Office Hours: Monday-Friday, 8:00 a.m.-6:00 p.m. (EST)
Passenger Operations: Daily, 5:00 a.m.-9:00 p.m. (EST)
https://www.cbp.gov/contact/ports/atlanta

Savannah, Georgia

Office Hours: Monday-Friday, 8:00 a.m.-4:00 p.m. (EST)
Operations Center: Daily, 8:00 a.m.-4:00 p.m. (EST)
https://www.cbp.gov/contact/ports/savannah
H. Hawaii

Daniel K. Inouye International Airport, Hawaii

Office Hours: Daily, 8:00 a.m.-4:00 p.m. (Hawaii Standard Time (HST))
Air Cargo Office: Daily, 7:00 a.m.-3:00 p.m. (HST)
Deferred Inspection: Monday- Friday, 11:00 a.m.-2:00 p.m. (HST)
https://www.cbp.gov/contact/ports/daniel-k-inouye-international-airport-3205

Honolulu Seaport, Hawaii

Office Hours: Monday- Friday, 7:00 a.m.-4:00 p.m. (HST)
International Mail Branch: Monday-Friday, 7:00 a.m.-3:00 p.m. (HST)
Sea Cargo Office: Monday-Friday, 7:00 a.m.-3:00 p.m. (HST)
Seizures and Penalties Office: Monday-Friday, 7:00 a.m.-4:00 p.m. (HST)
Enter Branch: Monday-Friday, 7:00 a.m.-4:00 p.m. (HST)
Trade Operations: Monday-Friday, 7:00 a.m.-4:00 p.m. (HST)
Administrative Support Office: Monday-Friday, 7:00 a.m.-4:00 p.m. (HST)
Vessel Entry and Clearance: Monday-Friday, 7:00 a.m.-3:00 p.m. (HST)
https://www.cbp.gov/contact/ports/honolulu-hawaii-3201

Kona, Hawaii

Office Hours: Monday-Friday, 7:00 a.m.-2:00 p.m. (HST)
https://www.cbp.gov/contact/ports/kona-hawaii-3206

I. Indiana

Indianapolis International Airport, Indiana

Office Hours: Monday-Friday, 8:00 a.m.-5:00 p.m. (CST)
FedEx Express Consignment Operation: Daily, 7:00 p.m.-5:00 a.m. (EST)
https://www.cbp.gov/contact/ports/indianapolis-indiana-4110

J. Louisiana

New Orleans, Louisiana

Office Hours: Monday-Friday, 8:00 a.m.-5:00 p.m. (CST)
Deferred Inspections: Tuesday-Thursday, 9:00 a.m.-11:00 a.m. (CST)
Air Operations: Monday-Friday, 8:00 a.m.-5:00 p.m. (CST)
https://www.cbp.gov/contact/ports/new-orleans-louisiana-2002
K. Maine

Bangor, Maine

Office Hours: Daily, 6:00 a.m.-10:00 p.m. (Eastern Daylight Time (EDT))

https://www.cbp.gov/contact/ports/bangor-maine-0102

L. Maryland

Baltimore, Maryland

Office Hours: Monday- Friday, 8:00 a.m.-5:00 p.m. (EDT)
Cruise Terminal: Monday- Friday, 8:00 a.m.-4:00 p.m. (EST)
Outbound Operations: Monday- Friday, 8:00 a.m.-4:00 p.m. (EST)

https://www.cbp.gov/contact/ports/baltimore-maryland-1303

M. Massachusetts

Boston, Massachusetts

Office Hours: Monday- Friday, 8:00 a.m.-4:00 p.m. (EDT)

https://www.cbp.gov/contact/ports/boston-massachusetts-0401

Logan Airport, Massachusetts

Office Hours: Daily, 7:00 a.m.-12:00 a.m. (EDT)

https://www.cbp.gov/contact/ports/logan-airport-massachusetts-0417

N. Michigan

Detroit, Michigan

Office Hours: Monday- Friday, 8:00 a.m.-4:00 p.m. (EST)
Detroit-Windsor Tunnel: Daily, 24 hours
Ambassador Bridge Passenger Facility: Daily, 24 hours
Fort Street Cargo Facility: Monday-Friday, 8:00 a.m.-5:00 p.m. (EST)
Detroit-Windsor Truck Ferry: Monday-Friday, 8:00 a.m.-5:00 p.m. (EST)

https://www.cbp.gov/contact/ports/detroit-michigan-3801

Detroit Metropolitan Airport, Michigan

Office Hours: Monday-Friday, 8:00 a.m.-4:00 p.m. (EST)
McNamara Passenger Terminal: Daily, 8:00 a.m.-9:00 p.m. (EST)
North Passenger Terminal: Monday-Friday, 8:00 a.m.-4:00 p.m. (EST)

https://www.cbp.gov/contact/ports/detroit-metropolitan-airport-michigan-3807
O. Minnesota

Minneapolis-Saint Paul International Airport, Minnesota

Office Hours: Monday-Friday, 8:30 a.m.-5:00 p.m. (CST)
Passenger Processing: Monday-Friday, 8:00 a.m.-4:00 p.m. (CST)
Cargo Processing: Monday-Friday, 8:30 a.m.-5:00 p.m. (CST)
Deferred Inspections Unit: Monday-Friday, 8:00 a.m.-4:00 p.m. (CST)
https://www.cbp.gov/contact/ports/minneapolis

P. Mississippi

Gulfport, Mississippi

Office Hours: Monday-Friday, 8:00 a.m.-5:00 p.m. (CST)
https://www.cbp.gov/contact/ports/gulfport

Q. Missouri

Kansas City, Missouri

Office Hours: Monday-Friday, 8:00 a.m.-4:00 p.m. (Central Daylight Time (CDT))
Kansas City International Airport – Federal Inspection Service Facility: Daily,
11:00 a.m.- 8:00 p.m. (CDT)
https://www.cbp.gov/contact/ports/kansas-city

St. Louis, Missouri

Office Hours: Monday-Friday, 8:00 a.m.-4:30 p.m. (CDT)
Lambert International Airport: Monday-Friday, 8:00 a.m.-4:30 p.m. (CDT)
https://www.cbp.gov/contact/ports/st-louis

R. Nevada

Las Vegas, Nevada

Office Hours: Monday-Friday, 8:00 a.m.-4:00 p.m. (PST)
https://www.cbp.gov/contact/ports/las-vegas-nevada-2722

Reno, Nevada

Office Hours: Monday-Friday, 8:00 a.m.-4:00 p.m. (PST)
Deferred Inspection Office: Tuesday, 9:00 a.m.-11:00 a.m. (PST)
https://www.cbp.gov/contact/ports/reno-nevada-2833
S. New Mexico

Albuquerque, New Mexico

Office Hours: Monday-Friday, 8:30 a.m.-5:00 p.m. (Mountain Daylight Time (MDT))
https://www.cbp.gov/contact/ports/albuquerque-new-mexico-2407

Santa Teresa, New Mexico

Office Hours: Daily, 6:00 a.m.-10:00 p.m. (MDT)
Santa Teresa Commercial Operations: Monday-Friday, 6:00 a.m.-8:00 p.m. (MST)
https://www.cbp.gov/contact/ports/santa-teresa-new-mexico-2408

T. New York

Buffalo, New York

Office Hours: Monday-Friday, 8:00 a.m.-4:00 p.m. (EST)
Buffalo-Niagara International Airport: Daily, 8:00 a.m.-11:59 p.m. (EST)
Lewiston Bridge: Daily, 24 hours
Peace Bridge: Daily, 24 hours
Rainbow Bridge: Daily, 24 hours
https://www.cbp.gov/contact/ports/buffalo

John F. Kennedy International Airport, New York

Office Hours: Monday-Friday, 8:00 a.m.-5:00 p.m. (EST)
https://www.cbp.gov/contact/ports/john-f-kennedy-international-airport

U. North Carolina

Charlotte, North Carolina

Office Hours: Monday-Friday, 8:00 a.m.-5:00 p.m. (EST)
Charlotte Douglas International Airport - Passenger Processing: Daily, 9:00 a.m.-10:00 p.m. (EST)
Outbound: Monday-Friday, 8:00 a.m.-5:00 p.m. (EST)
General Aviation Processing: Monday-Friday 8:00 a.m.-5:00 p.m. (EST)
https://www.cbp.gov/contact/ports/charlotte
Raleigh-Durham, North Carolina

Office Hours: Monday-Friday, 9:00 a.m.-5:00 p.m. (EST)
Raleigh Durham International Airport: Daily, 9:00 a.m.-8:00 p.m. (EST)
Outbound: Monday-Friday, 9:00 a.m.-8:00 p.m. (EST)
Private Aircraft Operations (Fixed Base Operator): Daily 9:00 a.m.-8:00 p.m.
https://www.cbp.gov/contact/ports/raleigh-durham

Wilmington, North Carolina

Office Hours: Monday-Friday, 9:00 a.m.-5:00 p.m. (EST)
Wilmington International Airport: Daily, 8:00 a.m.-12:00 a.m. (EST)
Outbound: Monday-Friday, 8:00 a.m.-5:00 p.m. (EST)
https://www.cbp.gov/contact/ports/wilmington-0

V. Ohio

Cleveland, Ohio

Office Hours: Monday-Friday, 8:00 a.m.-4:30 p.m. (EST)
Hopkins International Airport: Monday-Friday, 8:30 a.m.-4:30 p.m. (EST)
Akron-Canton Regional Airport: Monday-Friday, 8:00 a.m.-4:00 p.m. (EST)
Customs Examination Station: Monday-Friday, 8:00 a.m.-4:00 p.m. (EST)
https://www.cbp.gov/contact/ports/cleveland-ohio-4101

W. Oregon

Portland, Oregon

Office Hours: Monday-Friday, 8:00 a.m.-4:30 p.m. (PST)
Marine Operations Center T6: Monday-Friday, 8:00 a.m.-4:30 p.m. (PST)
https://www.cbp.gov/contact/ports/portland-oregon-2904

X. Pennsylvania

Harrisburg, Pennsylvania

Office Hours: Monday-Friday, 8:00 a.m.-5:00 p.m. (EST)
Port of Wilkes-Barre/Scranton: Monday-Friday, 8:00 a.m.-5:00 p.m. (EST), by appointment only
https://www.cbp.gov/contact/ports/harrisburg-pennsylvania-1109
Philadelphia, Pennsylvania

Office Hours: Monday-Thursday, 8:00 a.m.-5:00 p.m. (EST)
Entry Division: Monday-Friday 8:00 a.m.-5:00 p.m. (EST)
Vessel Central: Sunday, 7:00 a.m.-4:00 p.m. (EST)
  Monday-Friday, 7:00 a.m.-9:00 p.m. (EST)
  Saturday, 7:00 a.m.-4:00 p.m. (EST)
Lehigh Valley: Monday-Friday, 8:00 a.m.-5:00 p.m. (EST)
Trenton Mercer Airport: Monday-Friday, 9:00 a.m.-6:00 p.m. (EST)
Atlantic City International Airport: Monday-Friday, 8:00 a.m.-5:00 p.m. (EST)
Container Examination Station (CES) East Coast Warehouse (Seaport Cargo Office):
  Monday-Friday, 8:00 a.m.-5:00 p.m. (EST)
Deferred Inspection Site at Philadelphia International Airport: Monday-Friday,
  12:00 p.m.-8:00 p.m. (EST)
https://www.cbp.gov/contact/ports/philadelphia

Pittsburgh, Pennsylvania

Office Hours: Monday-Thursday, 9:00 a.m.-5:00 p.m. (EST)
https://www.cbp.gov/contact/ports/pittsburgh

Y. South Carolina

Charleston, South Carolina

Office Hours: Monday-Friday, 8:00 a.m.-4:00 p.m. (EST)
CES: Monday-Friday, 8:00 a.m.-4:00 p.m. (EST)
Charleston International Airport – Admissibility: Daily, 6:00 a.m.-10:00 p.m. (EST)
Columbus Street Terminal: Monday-Friday, 8:00 a.m.-4:00 p.m. (EST)
Vessel Entrance and Clearance (at Columbus Street): Daily, 7:00 a.m.-3:00 p.m. (EST)
Wando Terminal: Monday-Friday, 6:00 a.m.-10:00 p.m. (EST)
CES (Agriculture): Monday-Friday, 8:00 a.m.-4:00 p.m. (EST)
Advanced Targeting Unit: Monday-Friday, 6:00 a.m.-8:00 p.m. (EST)
Export Cargo: Monday-Friday, 7:00 a.m.-3:00 p.m. (EST)
https://www.cbp.gov/contact/ports/charleston

Columbia, South Carolina

Office Hours: Monday-Friday, 8:00 a.m.-4:00 p.m. (EST)
https://www.cbp.gov/contact/ports/columbia

Greenville-Spartanburg, South Carolina

Office Hours: Monday-Friday, 7:30 a.m.-5:00 p.m. (EST)
https://www.cbp.gov/contact/ports/greenville-spartanburg
Z. Tennessee

Memphis, Tennessee

Office Hours: Monday-Friday, 8:00 a.m.-5:00 p.m. (CST)
Airport Terminal Office: Operational Hours: Seasonal as needed
Deferred Inspections: Thursday, 8:00 a.m-3:00 p.m. (CST)
https://www.cbp.gov/contact/ports/memphis-tennessee-2006

Nashville, Tennessee

Office Hours: Sunday, 1:00 p.m.-9:00 p.m. (CST)
Monday-Friday, 8:00 a.m.-9:00 p.m. (CST)
Saturday, 1:00 a.m.-9:00 p.m. (CST)

AA. Texas

Brownsville, Texas

Veterans International Bridge: Daily, 6:00 a.m.-12:00 a.m. (CST)
Los Indios Free Trade Import Lot: Monday- Friday, 8:00 a.m.-10:00 p.m. (CST)
Brownsville/South Padre Island International Airport: Daily, 8:00 a.m.-2:00 a.m. (CST)
Los Indios Free Trade Bridge: Daily, 6:00 a.m.-4:00 p.m. (CST)
Veterans International Import Lot: Sunday, 8:00 a.m.-4:00 p.m. (CST)
Brownsville & Matamoros International Bridge: Daily, 6:00 a.m.-12:00 a.m. (CST)
Gateway International Bridge: Daily, 24 hours
Port Director’s Office: Monday-Friday, 8:00 a.m.-5:00 p.m. (CST)
Assistant Port Director’s Office: Monday-Friday, 8:00 a.m.-5:00 p.m. (CST)
Import Specialist Supervisor: Monday-Friday, 8:00 a.m.-5:00 p.m. (CST)
https://www.cbp.gov/contact/ports/brownsvilledos-indios

Dallas/Fort Worth, Texas

Office Hours: Monday-Friday, 8:30 a.m.-5:00 p.m. (CST)
Terminal D: Daily, 6:00 a.m.-10:00 p.m. (CST)
https://www.cbp.gov/contact/ports/dallasft-worth

Eagle Pass, Texas

Office Hours: Monday-Friday, 8:30 a.m.-5:00 p.m. (CST)
Bridge I: Daily, 7:00 a.m.-3:00 p.m. (CST)
Bridge II: Daily, 24 hours
Import Lot: Monday-Friday, 7:00 a.m.-11:00 p.m. (CST)
Saturday, 8:00 a.m.-4:00 p.m. (CST)
Rail Office: Daily, 24 hours
https://www.cbp.gov/contact/ports/eagle-pass

El Paso, Texas

Office Hours: Daily, 24 hours
Ysleta POE: Daily, 24 hours
Ysleta Enrollment Center: Monday-Friday, 8:00 a.m.-4:00 p.m. (MST)
Paso Del Norte POE: Daily, 24 hours
Stanton Dedicated Commuter Lanes:
  Sunday, 8:00 a.m.-12:00 a.m. (MST)
  Monday-Friday, 6:00 a.m.-12:00 a.m. (MST)
  Saturday, 8:00 a.m.-12:00 a.m. (MST)
Ysleta Commercial Operations: Monday-Friday, 6:00 a.m.-12:00 a.m. (MST)
Ysleta Vehicle Exports: Monday-Friday, 6:00 a.m.-12:00 a.m. (MST)
El Paso International Airport – Customs: Daily, 8:00 a.m.-12:00 a.m. (MST)
Bridge of the Americas Commercial Operations: Monday-Friday, 6:00 a.m.-4:00 p.m. (MST)
Bridge of the Americas Vehicle Exports: Monday-Friday, 8:00 a.m.-6:00 p.m. (MST),
https://www.cbp.gov/contact/ports/el-paso

Freeport, Texas

Office Hours: Monday-Friday, 8:30 a.m.-5:00 p.m. (CST)
https://www.cbp.gov/contact/ports/freeport

Hidalgo, Texas

Office Hours: Monday-Friday, 8:00 a.m.-4:00 p.m. (CST)
Deferred Inspection Site: Daily, 8:00 a.m.-12:00 a.m. (CST)
Pharr Export Operations: Monday-Friday, 8:00 a.m.-8:00 p.m. (CST)
Hidalgo POE (Passenger): Daily, 24 hours
Miller International Airport: Daily, 24 hours
Pharr Cargo Operations: Sunday, 8:00 a.m.-4:00 p.m. (CST)
  Monday-Friday, 7:00 a.m.-10:00 p.m. (CST)
  Saturday, 8:00 a.m.-4:00 p.m. (CST)
Pharr Passenger: Daily, 6:00 a.m.-8:00 a.m. (CST)
  Sunday, 6:00 p.m.-12:00 a.m. (CST)
  Monday-Friday, 4:00 p.m.-6:00 p.m. (CST)
  Saturday, 6:00 p.m.-12:00 a.m. (CST)
Anzalduas POE: Daily, 6:00 a.m.-4:00 p.m. (CST)
https://www.cbp.gov/contact/ports/hidalgo-texas-2305
Houston Airport, Texas

Office Hours: Monday-Friday, 8:30 a.m.-5:00 p.m. (CST)
Deferred Inspections: Monday-Friday, 8:00 a.m.-4:00 p.m. (CST)
Air Passenger Processing-Bush Intercontinental Air: Daily, 5:00 a.m.-12:00 a.m. (CST)
Sugarland Airport: Monday-Friday, 8:00 a.m.-5:00 p.m. (CST)
Conroe Regional Airport: Monday-Friday, 10:00 a.m.-6:00 p.m. (CST)
Air Cargo One Stop: Saturday, 8:00 a.m.-4:00 p.m. (CST)
https://www.cbp.gov/contact/ports/houston-airport-texas-5309

Houston Seaport, Texas

Office Hours: Daily, 24 hours
Marine Operations (Seaport Office): Daily, 24 hours
Corpus Christi: Monday-Friday, 8:00 a.m.-4:00 p.m. (EST)
Houston Seaport Office: Daily, 24 hours
Passenger Window: Daily, 6:00 a.m.-10:00 p.m. (CST)
Galveston Office: Daily, 8:00 a.m.-4:00 p.m. (CST)
Freeport Office: Monday-Friday, 8:00 a.m.-5:00 p.m. (CST)
Title/Outbound Window: Monday-Friday, 8:00 a.m.-3:00 p.m. (CST)
https://www.cbp.gov/contact/ports/houston-seaport-texas-5301

Laredo, Texas

Office Hours: Monday-Friday, 8:00 a.m.-5:00 p.m. (CST)
Fines, Penalties, Seizures: Monday-Friday, 8:00 a.m.-5:00 p.m. (CST)
Colombia Solidarity Commercial: Sunday, 12:00 p.m.-4:00 p.m. (CST)
Colombia Solidarity Vehicles: Daily, 8:00 a.m.-12:00 a.m. (CST)
Lincoln Juarez Bridge: Daily, 24 hours
Railroad: Daily, 24 hours
World Trade Bridge Commercial: Sunday, 10:00 a.m.-2:00 p.m. (CST)
Gateway to the Americas: Daily (SENTRI only), 6:00 a.m.-6:00 p.m. (CST)  
Daily (Pedestrian), 6:00 a.m.-6:00 p.m. (CST)
Laredo International Airport: Daily, 8:00 a.m.-12:00 a.m. (CST)
https://www.cbp.gov/contact/ports/laredo-texas-2304

Presidio, Texas

Office Hours: Daily, 24 hours
Commercial Operations: Monday-Friday, 9:00 a.m.-5:00 p.m. (CST)
Presidio Vehicle Exports: Monday-Friday, 12:00 p.m.-8:00 p.m. (CST)
https://www.cbp.gov/contact/ports/presidio-texas-2403
Rio Grande City, Texas

Office Hours: Daily, 8:00 a.m.-8:00 p.m. (CST)
Rio Grande City Bridge: Daily, 8:00 a.m.-8:00 p.m. (CST)
Los Ebanos Ferry Crossing: Daily, 8:00 a.m.-4:00 p.m. (CST)
https://www.cbp.gov/contact/ports/rio-grande-citylos-ebanos

San Antonio, Texas

Office Hours: Monday-Friday, 8:00 a.m.-5:00 p.m. (CST)
Deferred Inspection Office: 8:00 a.m.-12:00 p.m.
https://www.cbp.gov/contact/ports/san-antonio-texas-5507

BB. Utah

Salt Lake City, Utah

Office Hours: Monday-Friday, 8:30 a.m.-4:30 p.m. (MDT)
Deferred Inspection Office: Monday-Wednesday, 12:30 p.m.-4:30 p.m. (MST)
https://www.cbp.gov/contact/ports/salt-lake-city-utah-3303

CC. Virginia

Norfolk-Newport News, Virginia

Office Hours: Monday-Friday, 8:00 a.m.-4:00 p.m. (EST)
CES: Monday-Friday, 8:00 a.m.-5:00 p.m. (EST)
Norfolk International Airport (Cargo): Monday-Friday, 8:00 a.m.-5:00 p.m. (EST)
Deferred Inspection Site: Wednesday, 9:00 a.m.-3:00 p.m. (EST)
Outbound Team: Monday-Friday, 8:00 a.m.-5:00 p.m. (EST)
Agriculture Operations: Monday-Friday, 8:00 a.m.-5:00 p.m. (EST)
https://www.cbp.gov/contact/ports/norfolk-newport-news

Washington-Dulles International Airport, Virginia

Office Hours: Monday-Friday, 8:00 a.m.-4:00 p.m. (EST)
Cargo Trade Operations: Monday-Friday, 8:00 a.m.-4:00 p.m. (EST)
Passenger Operations: Daily, 24 hours
https://www.cbp.gov/contact/ports/port-washington-dulles-virginia-5401
DD. Washington

Blaine, Washington

Office Hours: Daily, 24 hours  
Truck Crossing: Daily, 24 hours  
POE - Peace Arch: Daily, 24 hours  
Pacific Highway Crossing: Daily, 24 hours  
Point Roberts-Small Boats: Daily, 24 hours  
Port of Point Roberts: Daily, 24 hours  
Vehicle Export Office: Monday-Friday, 8:00 a.m.-3:30 p.m. (PST)  
https://www.cbp.gov/contact/ports/blaine

Seattle, Washington

Office Hours: Monday-Friday, by appointment only  
https://www.cbp.gov/contact/ports/seattle

Tacoma, Washington

Office Hours: Monday-Friday, 8:00 a.m.-4:30 p.m. (PST)  
K-PAC CES: Monday-Friday, 8:00 a.m.-4:00 p.m. (PST)  
CES, #150 - Mercer, Fife/Tacoma: Monday-Friday, 8:00 a.m.-4:00 p.m. (PST)  
https://www.cbp.gov/contact/ports/tacoma-washington-washington-3002

EE. Wyoming

Natrona County Airport, Wyoming

Hours of Operation: Hours of service vary according to operational needs.  
https://www.cbp.gov/contact/ports/natrona-county-airport-wyoming-3332

FF. Guam

Hagatna, Guam

A.B. Won Pat Guam International Airport, Guam - Office Hours: Daily, 24 hours  
Tamuning Seaport: Daily, 8:30 a.m.-4:30 p.m. (HST)  
https://www.cbp.gov/contact/ports/hagatna-guam-guam-3207
GG. Northern Mariana Islands

Rota, Northern Mariana Islands

The Port of Rota, Commonwealth of the Northern Mariana Islands (CNMI), is staffed as needed. Please call Saipan for more information.
https://www.cbp.gov/contact/ports/rota-northern-mariana-islands-3213

Saipan, Northern Mariana Islands

Office Hours: Daily, 24 hours
https://www.cbp.gov/contact/ports/saipan-northern-mariana-islands-3211

Tinian, Northern Mariana Islands

The Port of Tinian, CNMI, is staffed as needed. Please call Saipan for more information.
https://www.cbp.gov/contact/ports/tinian-northern-mariana-islands-3212

HH. Puerto Rico

Aguadilla, Puerto Rico

Office Hours: Daily, 7:00 a.m.-12:00 a.m. (EST)
https://www.cbp.gov/contact/ports/aguadilla-puerto-rico-4901

Fajardo, Puerto Rico

Office Hours: Monday-Friday, 8:00 a.m.-5:00 p.m. (EST)
Culebra Airport: Daily, 8:00 a.m.-5:00 p.m. (EST)
https://www.cbp.gov/contact/ports/fajardo

Luis Munoz Marin International Airport, Puerto Rico

Office Hours: Daily, 7:00 a.m.-12:00 a.m. (EST)
Airport Cargo: Monday-Friday, 8:00 a.m.-4:30 p.m. (EST)
https://www.cbp.gov/contact/ports/luis-munoz-marin-international-airport-puerto-rico-4913

Mayaguez, Puerto Rico

Office Hours: Monday-Friday, 8:00 a.m.-4:00 p.m. (Atlantic Daylight Time)
Ferry Terminal: Monday-Friday, 8:00 a.m.-9:00 p.m. (EST)
https://www.cbp.gov/contact/ports/mayaguez-puerto-rico-4907
Ponce, Puerto Rico

Office Hours: Monday-Friday, 8:00 a.m.-5:00 p.m. (EST)
https://www.cbp.gov/contact/ports/ponce-puerto-rico-4908

San Juan, Puerto Rico (Area Port)

Office Hours: Monday-Friday, 8:00 a.m.-4:30 p.m. (EST)
Seaport Cargo Branch (CARIT): Monday-Friday, 8:00 a.m.-5:00 p.m. (EST)
https://www.cbp.gov/contact/ports/san-juan-pr-area-port-puerto-rico-4909

II. U.S. Virgin Islands

Charlotte Amalie (Area Port of St. Thomas), U.S. Virgin Islands

Blyden Ferry Terminal: Daily, 8:00 a.m.-5:00 p.m. (Atlantic Standard Time (AST))
Redhook Marine Terminal: Daily, 8:00 a.m-4:30 p.m. (AST)
Mail Branch: Monday-Friday, 8:00 a.m-4:00 p.m. (AST)
Cyril E. King Airport: Daily, 7:00 a.m.-6:00 p.m. (AST)
Sandfill Cargo Office: Monday-Friday, 8:00 a.m.-3:30 p.m. (AST)
https://www.cbp.gov/contact/ports/charlotte-amalie-area-port-st-thomas-virgin-islands-5101
IV. Conclusion

CBP faces an increasingly complex and expanding mission amid competing demands for limited federal resources. CBP continues to see record increases in passenger and cargo volumes, which are outpacing CBP’s ability to staff and modernize its POEs sufficiently. CBP continually analyzes existing workloads and staffs POEs with CBP officers to align with workloads at each POE. These baseline service levels may be adjusted over time on the basis of the shifting demands of travel and trade.

RSAs authorized under Section 559 and Section 481 allow CBP to provide additional inspection services on a reimbursable basis upon program stakeholders’ request. These additional services allow CBP to secure the Nation’s borders more effectively, to enforce federal immigration and drug laws, and to facilitate legitimate trade and travel.

CBP looks forward to providing ongoing updates and briefings to interested Members or Committees of Congress.
V. Appendix: List of Abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>AST</td>
<td>Atlantic Standard Time</td>
</tr>
<tr>
<td>CBP</td>
<td>U.S. Customs and Border Protection</td>
</tr>
<tr>
<td>CDT</td>
<td>Central Daylight Time</td>
</tr>
<tr>
<td>CES</td>
<td>Container Examination Station</td>
</tr>
<tr>
<td>CNMI</td>
<td>Commonwealth of the Northern Mariana Islands</td>
</tr>
<tr>
<td>CST</td>
<td>Central Standard Time</td>
</tr>
<tr>
<td>DHS</td>
<td>Department of Homeland Security</td>
</tr>
<tr>
<td>EDT</td>
<td>Eastern Daylight Time</td>
</tr>
<tr>
<td>EST</td>
<td>Eastern Standard Time</td>
</tr>
<tr>
<td>FAST</td>
<td>Free and Secure Trade</td>
</tr>
<tr>
<td>FY</td>
<td>Fiscal Year</td>
</tr>
<tr>
<td>HST</td>
<td>Hawaii Standard Time</td>
</tr>
<tr>
<td>MST</td>
<td>Mountain Standard Time</td>
</tr>
<tr>
<td>MDT</td>
<td>Mountain Daylight Time</td>
</tr>
<tr>
<td>POE</td>
<td>Port of Entry</td>
</tr>
<tr>
<td>PST</td>
<td>Pacific Standard Time</td>
</tr>
<tr>
<td>Q1</td>
<td>First Quarter</td>
</tr>
<tr>
<td>RSA</td>
<td>Reimbursable Services Agreement</td>
</tr>
<tr>
<td>RSP</td>
<td>Reimbursable Services Program</td>
</tr>
</tbody>
</table>