Reimbursable Services Program
Third Quarter, Fiscal Year 2022

November 4, 2022
Fiscal Year 2022 Report to Congress
Message from the Deputy Commissioner

November 4, 2022

I am pleased to submit the following report, “Reimbursable Services Program,” for the third quarter of Fiscal Year (FY) 2022.

The report was prepared by U.S. Customs and Border Protection (CBP) pursuant to direction in the Joint Explanatory Statement accompanying the FY 2022 Department of Homeland Security 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 or enhanced inspection services on a reimbursable basis upon program stakeholders’ request. It is critical that reimbursable program services are not used to supplant baseline service levels, but instead such services are used to supplement existing baseline levels to provide increased or enhanced services that CBP otherwise would be unable to perform under existing resource constraints.
Reimbursable Services Program
Third Quarter, Fiscal Year 2022

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I. Legislative Language

This document was compiled pursuant to direction set forth in the Joint Explanatory Statement that accompanies the Fiscal Year (FY) 2022 Department of Homeland Security (DHS) Appropriations Act (P.L. 117-103), which 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 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.
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 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 to 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: 8:00 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 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): 24 hours, Daily
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.-1:00 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, Ste 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, Ste. 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. Hawai'i

Daniel K. Inouye International Airport, Hawai'i

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, Hawai'i

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.PM (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, Hawai'i

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 International 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. (CST)
https://www.cbp.gov/contact/ports/kansas-city

Saint 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, 8:00 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)
Enter 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-Friday, 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)
Saturday 10:00 a.m.-6:00 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)
Monday- Friday, 8:00 a.m.-12:00 a.m. (CST)
Saturday, 8:00 a.m.-4:00 p.m.
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/brownsvillelos-indios

Dallas/Ft. 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, 8:00 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
Ysleota 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.-4:00 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.-12:00a.m. (CST)
                   Monday-Friday, 4:00 p.m.-6:00 p.m. (CST)
                   Saturday, 6:00 p.m.-12:00a.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: Daily, 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

A.B. Won Pat Guam International Airport, 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.
V. Appendix: List of Abbreviations

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