



# Land Ports of Entry Hours of Operation

*January 16, 2024*

Fiscal Year 2023 Report to Congress



**Homeland  
Security**

*U.S. Customs and Border Protection*

# Message from the Acting Deputy Commissioner of CBP

January 16, 2024

I am pleased to submit the following report, “Land Ports of Entry Hours of Operation,” which was prepared by U.S. Customs and Border Protection (CBP).

This report was compiled pursuant to direction set forth in the Joint Explanatory Statement, which accompanies the Fiscal Year 2023, Department of Homeland Security Appropriations Act (P.L. 117-328).

This report provides detailed operating hours at all northern border (NB) land ports of entry (LPOE) and how CBP plans to improve the recruitment and retention of CBP personnel stationed at NB LPOEs in remote locations. This report will also outline the current ongoing efforts for colocation of CBP and the Canada Border Services Agency at remote LPOEs to maintain border security and reduce costs.



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

The Honorable David Joyce  
Chairman, House Appropriations Subcommittee on Homeland Security

The Honorable Henry Cuellar  
Ranking Member, House Appropriations Subcommittee on Homeland Security

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

The Honorable Katie Britt  
Ranking Member, Senate Appropriations Subcommittee on Homeland Security

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

Sincerely,

A handwritten signature in black ink, appearing to read "P. Flores".

Pete R. Flores  
Acting Deputy Commissioner  
U.S. Customs and Border Protection

# Executive Summary

U.S. and Canadian governments share a rich history of promoting legitimate cross-border trade and travel, while simultaneously adhering to border security principles. U.S. Customs and Border Protection's (CBP) is responsible for securing the Nation's borders at and between ports of entry, while facilitating efficient movement of legitimate travel and trade. CBP defends the American public against terrorists and instruments of terror. CBP also protects the Nation's economy by providing border security and by facilitating the lawful movement of goods and people across U.S. borders.

Steady global and regional growth has funneled more people and goods through our Nation's land port of entry (LPOEs). This growth has resulted in workload increases, coupled with personnel shortages requiring CBP to allocate limited resources to best facilitate trade and travel into the United States. Those factors have historically required CBP to redirect staffing from large volume crossings to maintain minimum staffing at low-volume locations. This situation is particularly pronounced on the northern border (NB). CBP's commitment to avoiding LPOE closures leaves only one option: CBP must reduce hours at crossings where little, if any, benefit is contributed to trade and travel operations, local communities, and the economy.



# Land Ports of Entry Hours of Operation

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# I. Legislative Language

This document was compiled pursuant to direction set forth in the Joint Explanatory Statement, which accompanies the Fiscal Year (FY) 2023, Department of Homeland Security Appropriations Act (P.L. 117-328).

The Joint Explanatory Statement states:

CBP is directed to consult with elected officials at all levels, community members, and industry stakeholders prior to making changes to LPOE hours of operations. Prior to any actual reduction in operating hours, CBP shall demonstrate that the change will not impede local or regional commerce or unduly impede local resident traffic.

Not later than 90 days after the date of enactment of this Act, CBP shall provide a report to the Committees detailing operating hours at all northern border POEs and describing how CBP plans to improve the recruitment and retention of CBP personnel at remote northern border ports of entry to sustain those operating hours. Additionally, the agreement directs CBP to establish a pilot program for the co-location of CBP and Canada Border Services Agency border agents at remote LPOEs to maintain border security and reduce costs.

## II. Background

U.S. Customs and Border Protection's (CBP) commitment to avoiding land port of entry (LPOE) closures leaves only one option: CBP must reduce hours at crossings where little, if any, benefit is contributed to trade and travel operations, local communities, and the economy. CBP must first review and analyze available data and consider other factors before making the decision to reduce hours. For example, available data may prove that it is beneficial to reduce LPOE hours at a crossing where an average of less than 0.1 vehicle is examined per hour during an 8-hour night shift.

Special circumstances, such as the Coronavirus Disease 2019 pandemic, and operational events occurring nationally or at the local level, encourage flexibility to reduce hours or, at times, pause crossing operations. CBP continues to monitor everchanging travel patterns and analyze all relevant factors before reducing operational hours at low-volume LPOEs or recommending temporary or permanent closure. Factors to consider include overall trade and travel, actual workload during the hours under consideration, processing costs per vehicle, traveler costs, distance to the nearest crossing, frequency of individual travelers crossing during reduced hours, and local economic impact. CBP consults with local congressional staff, local officials, and key stakeholders before a congressional notification is made.

In FY 2023, the Office of Field Operations (OFO) conducted temporary expansion of hours at eight LPOEs within the Seattle Field Office. These locations generated substantial interest, with stakeholders seeking expansions of CBP hours and expressing border security concerns. OFO has been responsive to community demands for additional services and continues to engage the local stakeholders as changes to hours are contemplated. For example:

- The completed 120-day temporary expansions of hours at Laurier, Washington; Maida, North Dakota; and Northgate, North Dakota, demonstrated low utilization rates, and OFO discontinued operating extended hours.
- Three locations (Del Bonita, Montana; Porthill, Idaho; and Sherwood, North Dakota) maintained extended hours following a 120-day temporary expansion of hours.
- Currently, OFO is operating with extended hours for 120-days (July 16 through current) at Piegan, Montana, resulting in new hours from 7 a.m. to 11 p.m. These hours align to pre-pandemic hours of operation and Canada Border Services Agency (CBSA) hours.
- On July 30, 2023, OFO extended hours for 120-days from July 30, 2023 through November 27, 2023 at Raymond, Montana, resulting in new hours from 6 a.m. to 12 a.m. These hours are still less than pre-pandemic hours of 24 hours per day, 7 days per week.

Reduced hours have allowed for better alignment of staffing with workload, including upstaffing during peak hours, which increases operational efficiency and fiscal responsibility.

### III. Recruiting and Relocation at Northern Border Ports

CBP officer (CBPO) staffing at remote, hard-to-fill northern border (NB) LPOEs increased 100 CBPOs from FY 2021 to FY 2022, even though attrition increased from 6.1 percent to 8.5 percent. As of March 25, 2023, based on advanced hiring for new facilities, total staffing at the NB is at 101 percent. CBP recognizes that significant challenges remain in staffing and retaining CBPOs in remote NB LPOEs.

To meet the staffing challenges, CBP is focusing its CBPO entry-level hiring into key NB LPOEs that can support pre- and post-academy training requirements, while giving the new CBPOs a well-rounded learning experience during their first few years of service. For the smaller LPOEs that cannot support training requirements, CBP relies on reassignment requests from current CBPOs to fill vacancies.

To recruit and retain new CBPOs and encourage current CBPOs to accept reassignments to remote NB LPOEs, CBP strategically utilizes funding to expand recruitment and relocation incentives. CBP annually reviews recruitment incentives from the current limited number of NB LPOEs to identify additional NB LPOEs where recruiting efforts may benefit hiring and retaining entry-level CBPOs.

## IV. CBP/CBSA Colocation Pilot Program

CBP operates 120 LPOEs along the U.S.-Canada border. Of these 120 LPOEs, CBPOs and CBSA border agents are currently co-located at 5 of these LPOEs: Alburgh, Vermont (Noyan, Quebec); Danville, Washington (Carson, British Columbia); Oroville, Washington (Osoyoos, British Columbia); Sweetgrass, Montana (Coutts, Alberta); and Turner, Montana (Climax, Saskatchewan).

The establishment of land preclearance operations presents an opportunity to expand preclearance to other modes of transportation to further facilitate cross-border trade and travel. Acknowledging this opportunity, the United States and Canada agreed at the 2018 Joint Seniors Executive Meeting to implement land preclearance pilots, which will see the United States and Canada sharing common border management facilities located entirely on one side of our shared border. CBP leadership listed two criteria for consideration: operational vulnerabilities at existing facilities and opportunities for shared CBP/CBSA staffing at low volume operations. At a Joint Senior Executive Meeting in November 2022, the United States and Canada reaffirmed their commitment to implement a land preclearance program, sharing common border management facilities located entirely on one side of the shared border.

CBP and CBSA are currently undertaking efforts towards a co-location preclearance program that encompasses planning, implementation, and evaluation of land preclearance sites at Cannon Corners, New York (Canadian land) and Lacolle 221, Quebec (U.S. land). Preclearance projects aim to establish operational capacity at the respective sites for proof of concept, which helps inform future land ports of entry preclearance projects. The goal is to test the feasibility and effectiveness of preclearance operations at LPOEs, streamlining cross-border travel and trade, and enhancing security and border management.

### Canadian Land Preclearance Project – Cannon Corners, New York

The Canadian land preclearance site will take place at Cannon Corners, New York, with the primary objective of creating a co-located preclearance site between CBP and CBSA at the land border on the U.S. side. The requirements will include commercial/noncommercial preclearance operations.

- Cannon Corners is a low-volume LPOE staffed by two CBPOs from 8:00 a.m. to 4:00 p.m., 7 days per week. In FY 2019, CBP processed 7,877 passenger vehicles, an average of less than 22 per day, with 14,649 total passengers. Construction of the new facility was completed in 2012 with funds received from the American Recovery and Reinvestment Act. The LPOE can easily accommodate additional CBSA staffing and workload for land preclearance purposes.
- CBSA received \$6 million in funding for the Cannon Corners, New York, pilot (proof-of-concept) in October 2022.



### U.S. Land Preclearance Project – Lacolle 221, Quebec

The U.S. land preclearance site will take place at Lacolle 221, Quebec, with the primary objective of creating a co-located preclearance site between CBP and CBSA in Canada at the land border on the Canadian side. The preclearance requirement will include non-commercial preclearance.

- Overton Corners, New York, across the border from Lacolle 221, is a low-volume LPOE staffed by two CBPOs on a 24 hours per day, 7 days per week basis. In FY 2019, CBP processed 66,141 passenger vehicles, an average of 181 per day, and 134 commercial vehicles, with 122,273 total passengers. The facility was built in 1931, does not meet CBP's inspectional needs, and presents operational vulnerabilities due to a roadway just north of the LPOE that allows vehicles to circumvent inspection. CBSA's facility at Lacolle 221 is larger, newer, easier to secure, and it will help mitigate the risk of possible port runners.

CBP and CBSA have established three bilateral working groups to identify and address key concerns: Operational (concept of operations, standard operating procedures, training, etc.); Infrastructure (facility construction, equipment, cost sharing mechanisms, etc.); and Legal/Policy. These working groups aim to achieve the following objectives:

- Develop a comprehensive integrated work plan addressing essential elements required for project success, including funding transfer mechanisms, infrastructure requirements, and costing estimates.
- Establish effective communication and coordination between CBP, CBSA, and other stakeholders involved in the pilot projects.
- Ensure the successful implementation and evaluation of the land preclearance pilot projects, ultimately contributing to the overall goal of streamlining cross-border travel and trade and enhancing security and border management.
- Both CBP and CBSA plan to implement these programs based on availability of funds over the next 2 years.

Additionally, as part of the Bipartisan Infrastructure Law LPOE modernization program, in August 2023, the U.S. General Services Administration and CBP authorized the utilization of the BIL funds as part of the Program Development Study for the modernization of the Alcan, Alaska facility to include CBSA operational and facility requirements in the study, creating a possibility of a joint preclearance facility located on the U.S. side of the border. Including CBSA in a co-location arrangement would result in CBSA contributing a significant portion of design and construction funding to the project to more effectively meet operational requirements between CBP and CBSA in this very remote location.

## V. Appendices

### Appendix A. List of all Northern Border Port Hours

<b>Field Office</b>	<b>LPOE</b>	<b>Current Local Operating Hours</b>
Boston	Bridgewater, Maine	5 a.m. to 9 p.m.
Boston	Calais, Maine – Ferry Point	24 hours / 7 days
Boston	Calais, Maine – International Avenue	24 hours / 7 days
Boston	Calais, Maine – Milltown	8 a.m. to 4 p.m.
Boston	Coburn Gore, Maine	24 hours / 7 days
Boston	Easton, Maine	8 a.m. to 4 p.m.
Boston	Estcourt, Maine – St. Francis	8 a.m. to 4 p.m., Monday through Friday
Boston	Forest City, Maine	8 a.m. to 4 p.m.
Boston	Fort Fairfield, Maine	24 hours / 7 days
Boston	Fort Kent, Maine	24 hours / 7 days
Boston	Hamlin, Maine	6 a.m. to 6 p.m.
Boston	Houlton, Maine	24 hours / 7 days
Boston	Jackman, Maine	24 hours / 7 days
Boston	Limestone, Maine	6 a.m. to 6 p.m.
Boston	Lubec, Maine	24 hours / 7 days
Boston	Madawaska, Maine	24 hours / 7 days
Boston	Monticello, Maine	8 a.m. to 4 p.m., Monday through Saturday
Boston	Orient, Maine	7 a.m. to 7 p.m. (Summer) / 7 a.m. to 5 p.m. (Winter)
Boston	St. Aurelie, Maine	6 a.m. to 8 p.m., Monday through Thursday; 6 a.m. to 4 p.m., Friday
Boston	St. Juste, Maine	6 a.m. to 8 p.m., Monday through Thursday; 6 a.m. to 4 p.m., Friday
Boston	St. Pamphile, Maine	6 a.m. to 8 p.m., Monday through Thursday; 6 a.m. to 4 p.m., Friday
Boston	St. Zacharie, Maine	6 a.m. to 8 p.m., Monday through Thursday; 6 a.m. to 4 p.m., Friday
Boston	Van Buren, Maine	24 hours / 7 days
Boston	Vanceboro, Maine	8 a.m. to 8 p.m.
Boston	Pittsburg, New Hampshire	8 a.m. to 8 p.m.
Boston	Alburg Springs, Vermont	8 a.m. to 4 p.m.
Boston	Alburg, Vermont	24 hours / 7 days
Boston	Beebe Plain, Vermont	24 hours / 7 days
Boston	Beecher Falls, Vermont	24 hours / 7 days
Boston	Canaan, Vermont	24 hours / 7 days

<b>Field Office</b>	<b>LPOE</b>	<b>Current Local Operating Hours</b>
Boston	Derby Line, Vermont – I-91	24 hours / 7 days
Boston	Derby Line, Vermont – Route 5	8 a.m. to 8 p.m.
Boston	East Richford, Vermont – Route 105	8 a.m. to 12 a.m.
Boston	Highgate Springs, Vermont	24 hours / 7 days
Boston	Morses Line, Vermont	8 a.m. to 4 p.m.
Boston	North Troy, Vermont	24 hours / 7 days
Boston	Norton, Vermont	24 hours / 7 days
Boston	Pinnacle Road, Vermont	8 a.m. to 4 p.m.
Boston	Richford, Vermont – Route 139	24 hours / 7 days
Boston	West Berkshire, Vermont	24 hours / 7 days
Buffalo	Trout River, New York	24 hours / 7 days
Buffalo	Alexandria Bay, New York – Thousand Islands	24 hours / 7 days
Buffalo	Buffalo, New York – Peace Bridge	24 hours / 7 days
Buffalo	Cannons Corner, New York	8 a.m. to 4 p.m.
Buffalo	Champlain, New York	24 hours / 7 days
Buffalo	Chateaugay, New York	24 hours / 7 days
Buffalo	Churubusco, New York	8 a.m. to 4 p.m.
Buffalo	Fort Covington, New York	24 hours / 7 days
Buffalo	Massena, New York	24 hours / 7 days
Buffalo	Mooers, New York	24 hours / 7 days
Buffalo	Niagara Falls, New York – Lewiston Bridge	24 hours / 7 days
Buffalo	Niagara Falls, New York – Rainbow Bridge	24 hours / 7 days
Buffalo	Niagara Falls, New York – Whirlpool Rapids	7 a.m. to 11 p.m.
Buffalo	Ogdensburg, New York	24 hours / 7 days
Buffalo	Overton Corners, New York – Route 276	24 hours / 7 days
Buffalo	Rouses Point, New York – St. John's Highway	24 hours / 7 days
Detroit	Detroit, Michigan – Ambassador Bridge	24 hours / 7 days
Detroit	Detroit, Michigan – Windsor Tunnel	24 hours / 7 days
Detroit	Port Huron, Michigan – Blue Water Bridge	24 hours / 7 days
Detroit	Sault St. Marie, Michigan	24 hours / 7 days
Portland	Alcan, Alaska	24 hours / 7 days
Portland	Dalton Cache, Alaska	7 a.m. to 11 p.m.
Portland	Skagway, Alaska	7 a.m. to 11 p.m.
Portland	Poker Creek, Alaska	8 a.m. to 6 p.m., Seasonal
Seattle	Blaine, Washington – Pacific Highway	24 hours / 7 days
Seattle	Blaine, Washington – Peace Arch	24 hours / 7 days

<b>Field Office</b>	<b>LPOE</b>	<b>Current Local Operating Hours</b>
Seattle	Boundary, Washington	9 a.m. to 5 p.m.
Seattle	Danville, Washington – Carson	8 a.m. to 8 p.m.
Seattle	Ferry, Washington – Curlew	9 a.m. to 5 p.m.
Seattle	Frontier, Washington	24 hours / 7 days
Seattle	Laurier, Washington	8 a.m. to 8 p.m.
Seattle	Lynden, Washington	8 a.m. to 12 a.m.
Seattle	Metaline Falls, Washington	8 a.m. to 4 p.m.
Seattle	Nighthawk, Washington	9 a.m. to 5 p.m.
Seattle	Oroville, Washington	24 hours / 7 days
Seattle	Point Roberts, Washington	24 hours / 7 days
Seattle	Sumas, Washington	24 hours / 7 days
Seattle	Eastport, Idaho	24 hours / 7 days
Seattle	Porthill, Idaho	7 a.m. to 7 p.m.
Seattle	Baudette, Minnesota	24 hours / 7 days
Seattle	Crane Lake, Minnesota	Unmanned (Reporting via ROAM, located on water boundary with Canada)
Seattle	Ely, Minnesota	Unmanned (Reporting via ROAM, located on water boundary with Canada)
Seattle	Grand Portage, Minnesota	24 hours / 7 days
Seattle	International Falls, Minnesota	24 hours / 7 days
Seattle	Lancaster, Minnesota	8 a.m. to 6 p.m.
Seattle	Pinecreek, Minnesota	9 a.m. to 5 p.m.
Seattle	Roseau, Minnesota	8 a.m. to 8 p.m.
Seattle	Warroad, Minnesota	24 hours / 7 days
Seattle	Chief Mountain, Montana	7 a.m. to 10 p.m., June 1 to Aug 31
Seattle	Del Bonita, Montana	9 a.m. to 5 p.m.
Seattle	Goat Haunt, Montana	Unmanned
Seattle	Morgan, Montana	9 a.m. to 5 p.m., Monday through Friday
Seattle	Opheim, Montana	9 a.m. to 5 p.m., Monday through Friday
Seattle	Piegán, Montana	7 a.m. to 11 p.m.
Seattle	Raymond, Montana	6 a.m. to 12 a.m.
Seattle	Roosville, Montana	24 hours / 7 days
Seattle	Scobey, Montana	9 a.m. to 7 p.m.
Seattle	Sweetgrass, Montana	24 hours / 7 days

<b>Field Office</b>	<b>LPOE</b>	<b>Current Local Operating Hours</b>
Seattle	Turner, Montana	9 a.m. to 5 p.m., Monday through Friday
Seattle	Whitlash, Montana	9 a.m. to 5 p.m.
Seattle	Wild Horse, Montana	8 a.m. to 5 p.m.
Seattle	Willow Creek, Montana	9 a.m. to 5 p.m.
Seattle	Ambrose, North Dakota	9 a.m. to 5 p.m.
Seattle	Antler, North Dakota	9 a.m. to 5 p.m.
Seattle	Carbury, North Dakota	9 a.m. to 5 p.m.
Seattle	Dunseith, North Dakota	24 hours / 7 days
Seattle	Fortuna, North Dakota	9 a.m. to 5 p.m.
Seattle	Hannah, North Dakota	9 a.m. to 5 p.m.
Seattle	Hansboro, North Dakota	8 a.m. to 4 p.m.
Seattle	Maida, North Dakota	9 a.m. to 5 p.m.
Seattle	Neché, North Dakota	8 a.m. to 4 p.m.
Seattle	Noonan, North Dakota	9 a.m. to 5 p.m.
Seattle	Northgate, North Dakota	9 a.m. to 5 p.m.
Seattle	Pembina, North Dakota	24 hours / 7 days
Seattle	Portal, North Dakota	24 hours / 7 days
Seattle	Sarles, North Dakota	9 a.m. to 5 p.m.
Seattle	Sherwood, North Dakota	9 a.m. to 7 p.m.
Seattle	St. John, North Dakota	8 a.m. to 4 p.m.
Seattle	Walhalla, North Dakota	8 a.m. to 6 p.m.
Seattle	Westhope, North Dakota	8 a.m. to 4 p.m.

## Appendix B. List of Abbreviations

<b>Abbreviation</b>	<b>Definition</b>
CBP	U.S. Customs and Border Protection
CBPO	U.S. Customs and Border Protection Officer
CBSA	Canada Border Services Agency
FY	Fiscal Year
LPOE	Land Port of Entry
NB	Northern Border
OFO	Office of Field Operations