



# Reimbursable Services Program

Fourth Quarter, Fiscal Year 2023

*February 5, 2024*

Fiscal Year 2023 Report to Congress



**Homeland  
Security**

*U.S. Customs and Border Protection*

# Message from the Acting Deputy Commissioner of CBP

February 5, 2024

I am pleased to submit the following report, “Reimbursable Services Program,” for the fourth quarter of Fiscal Year (FY) 2023.

The report was prepared by U.S. Customs and Border Protection (CBP) pursuant to direction in the Joint Explanatory Statement accompanying the FY 2023 Department of Homeland Security Appropriations Act (P.L. 117-328).

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

The Reimbursable Services Program enables partnerships with private-sector and government entities to provide additional inspection services on a reimbursable basis upon program stakeholders' requests. Reimbursable programs are not used to supplant baseline service levels but instead are used to supplement them with service that CBP otherwise would be unable to perform. To comply with congressional reporting requirements, this report provides information on baseline levels of service at each port of entry.



# Reimbursable Services Programs Fourth Quarter, Fiscal Year 2023

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# I. Legislative Language

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

The Joint Explanatory Statement states:

CBP is directed to provide each air, land, and sea port operator, including cruise terminals, with information on baseline service levels and report to the Committees quarterly on its adherence to these baseline levels. The report shall also address staffing shortages, requirements for facility and security upgrades, 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 with port operators and incorporate their feedback into the development of plans to address future facility and security needs.

CBP is encouraged to defer all current and future seaport facility agreements until it has provided details on baseline service levels to each port operator and provided the Committees with estimates for future facility and security requirement improvements and associated federally mandated technology. CBP is expected to work in partnership with seaports and refrain from imposing requirements on seaports in a unilateral fashion.



## II. Background

U.S. Customs and Border Protection (CBP) continues to face 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 a public-private partnership program that was 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 also 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 it is not included in this report. Core hours of operation are available on the [cbp.gov](https://www.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: 8:00 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)

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, Florida: 8:30 a.m.-5:00 p.m. (EST),  
Monday-Friday

Central Examination Station: 8:30 a.m.-5:00 p.m. (EST), Monday-Friday

<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)

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: Tuesday-Saturday: 4:00 a.m.-8:00 p.m. (EST)

Monday: 2:00 p.m.-8:00 p.m. (EST)

Sunday: 9:30 a.m.-3:30 p.m. (EST)

United Parcel Service: Tuesday-Friday: 4:00 a.m.-12:00 p.m. (EST)

Saturday: 5:00 a.m.-1:00 p.m. (EST)

Sunday: 4:00 p.m.-9:00 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)

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: 10:00 a.m. - 10:00 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.- 12:00 a.m. (EST)

<https://www.cbp.gov/contact/ports/port-evergladesfort-lauderdale-florida-5203>

## **Port Manatee, Florida**

Office Hours: Monday-Friday: 8:00 a.m.-4:00 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)

Entry 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.-4:00 p.m. (EST)

FedEx Express Consignment Operation: Monday-Friday: 7:00 p.m.-5:00 a.m. (EST)

<https://www.cbp.gov/contact/ports/indianapolis-indiana-4110>

## J. Louisiana

### **Baton Rouge, Louisiana**

Office Hours: Monday-Friday: 8:00 a.m.-4:30 p.m. (CST)

<https://www.cbp.gov/contact/ports/baton-rouge-louisiana-2004>

## **New Orleans, Louisiana**

Office Hours: Monday-Friday: 8:00 a.m.-4:00 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: Daily: 24 hours  
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>

### **Grand Rapids, Michigan**

Office Hours: Monday-Friday: 8:00 a.m.-4:00 p.m. (EST)  
<https://www.cbp.gov/contact/ports/grand-rapids-michigan-3806>

## **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.-2:00 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:  
Monday-Friday: 7:00 a.m.-12:00 a.m. (EST)  
Saturday-Sunday: 7:00 a.m.-11:00 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. by appointment only (EST)

Port of Wilkes-Barre/Scranton: Monday-Friday: 8:00 a.m.-5:00 p.m. by appointment only (EST)

Lehigh Valley: Monday-Friday: 8:00 a.m.-5:00 p.m. by appointment only (EST)

<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: Monday-Friday: 7:00 a.m.-9:00 p.m. (EST)

Saturday-Sunday: 7:00 a.m.-4:00 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: 8:00 a.m.-4:00 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.-5:00 p.m. (CST)  
<https://www.cbp.gov/contact/ports/memphis-tennessee-2006>

### **Nashville, Tennessee**

Office Hours:  
Monday-Friday: 8:00 a.m.-10:00 p.m. (CST)  
Saturday-Sunday: 2:00 a.m.-10:00 p.m. (CST)  
<https://www.cbp.gov/contact/ports/nashville-tennessee-2007>

## **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.-12:00 a.m. (CST)  
Los Indios Free Trade Bridge: Daily: 6:00 a.m.-10:00 p.m. (CST)  
Veterans International Import Lot:  
Monday-Friday: 8:00 a.m.-12:00 a.m. (CST),  
Saturday-Sunday: 8:00 a.m.-4:00 p.m. (CST)  
Brownsville & Matamoros International Bridge: Daily: 24 hours  
Gateway International Bridge: Daily: 24 hours  
Port Director's Office: Monday-Friday: 8:00 a.m.-4:00 p.m. (CST)  
Assistant Port Director's Office: Monday-Friday: 8:00 a.m.-4:00 p.m. (CST)  
Import Specialist Supervisor: Monday-Friday: 8:00 a.m.-4:00 p.m. (CST)  
<https://www.cbp.gov/contact/ports/brownvillelos-indios>

### **Dallas/Fort Worth, Texas**

Office Hours: Monday-Friday: 5:00 a.m.-10:00 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: 7:00 a.m.-3:00 p.m. (CST)  
  
Bridge I: Daily: 7:00 a.m.-11:00 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:  
Monday-Friday: 6:00 a.m.-12:00 a.m. (MST)  
Saturday-Sunday: 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: 8:00 a.m. – 12:00 a.m. (CST)

Pharr Cargo Operations: Monday-Friday: 7:00 a.m.-10:00 p.m. (CST)

Saturday-Sunday: 8:00 a.m.-4:00 p.m. (CST)

Pharr Passenger: Daily: 6:00 a.m.-8:00 a.m. (CST)

Monday-Friday: 4:00 p.m.-6:00 p.m. (CST)

Saturday-Sunday: 4:00 p.m.-12:00 a.m. (CST)

Anzalduas POE: Daily: 6:00 a.m.-10:00 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 at One Stop: Monday-Friday: 8:00 a.m.-5:00 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:

Monday – -Friday: 8:00 a.m. – .-12:00 a.m. (CST)

Saturday – -Sunday: 8:00 a.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:

Monday – -Friday: 7:00 a.m. – .-12:00 a.m. (CST)

Saturday - -Sunday: 8:00 a.m.-4:00 p.m. (CST)

Gateway to the Americas: Daily (SENTRI only): 24 hours

Daily (Pedestrian): 24 hours

Laredo International Airport: Daily: 24 hours

<https://www.cbp.gov/contact/ports/laredo-texas-2304>

## **Presidio, Texas**

Office Hours: Daily: 24 hours

Commercial Operations: Monday-Friday: 9:00 a.m.-7:00 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: Monday-Friday: 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: Daily: 2:00 p.m.-6:00 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: 8:00 a.m.-4:00 p.m. (PST), 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)

Konoike Pacific 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: 1:00 a.m.-5:00 p.m. (Chamorro Standard Time)

<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.-4:00 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 AM - 4:30 PM (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 continues to face an increasingly complex and expanding mission amid competing demands for limited federal resources. CBP has seen 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 the specific workload 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 more effectively to secure the Nation's borders, to enforce federal immigration and drug laws, and to facilitate legitimate trade and travel.

## V. Appendix: List of Abbreviations

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