



# 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



**Homeland  
Security**

*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.



# Reimbursable Services Programs

## First through Fourth Quarters, Fiscal Year 2021, and First and Second Quarters, 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) 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](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 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)

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.-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)  
<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.-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. (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/brownvillelos-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

| <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                        |
| Q1                  | First Quarter                                |
| RSA                 | Reimbursable Services Agreement              |
| RSP                 | Reimbursable Services Program                |