

Frontline

U.S. Customs and Border Protection ★ Winter 2011

Global Entry

TAKES OFF

Easing the way for
frequent travelers – page 6

Safeguarding U.S.
health, economy – page 14

Pacific partners help
secure Northwest – page 18



CBP

★ The mission of CBP's Office of Air and Marine, the world's largest aviation and maritime law enforcement organization, is to protect the American people and the nation's critical infrastructure through the coordinated use of integrated air and marine forces to detect, interdict and prevent acts of terrorism and the unlawful movement of people, illegal drugs and other contraband across the borders of the United States.



Winter 2011

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COMMISSIONER BERSIN EXCHANGES IDEAS



photo by Jim Tondel/late

★ As part of a day-long series of roundtable discussions with the trade community, Commissioner Bersin, left center, met with the American Association of Exporters and Importers Dec. 6.

As part of an ongoing effort to work more closely with the trade community, U.S. Customs and Border Protection Commissioner Alan Bersin held a series of roundtable discussions with trade representatives on Dec. 6, at the agency's Washington, D.C., headquarters.

This was the second full day of meetings with trade organizations hosted by the commissioner, who is seeking to improve the country's economic competitiveness. Held monthly, the meetings are designed to provide an informal setting for agency officials and trade association leaders to discuss issues and share mutual concerns.

"The purpose of these meetings, at least from our perspective, is to have a constructive dialogue," said Bersin to the members of the American Association of Exporters and Importers, the first of the five groups that met with him. "We need a way in which we can flag systemic issues and then we need to enlist your help in getting the word out," he said.

Bersin was candid with the group. "As we continue to work with other government agencies and foreign governments in our effort to improve our economic competitiveness, the private sector needs to be engaged," he said.

On a more philosophical level, he explained that the key is to not view the future as things used to be. "If we look in the rearview mirror too often, we're not going to get to where we need to be," he said. "We need to accelerate our movement forward."

For three of the five organizations that convened—the Canadian Manufacturers and Exporters, the Association of American Railroads, and the Retail Industry Leaders Association—it was their first opportunity to meet with the commissioner. Additionally, the National Customs Brokers and Forwarders Association of America held its periodic meeting with CBP's top brass that day.

The issues that were discussed at the meetings included new developments on the Automated Commercial Environment, user fees on empty railcars with residue, advanced air cargo reporting and its implications for filers, incentives and benefits of CBP trade programs, and air cargo security.

"As a result of the Yemen cargo plot, we are now working closely with the Transportation Security Administration on some pretty dramatic things," said Bersin to the members of the Retail Industry Leaders Association, noting that the agencies will soon be launching a test pilot with the express consignment industry. "What we're looking for is advanced information so that we can make a judgment early on, much like we do with maritime cargo," said Thomas Winkowski, CBP's assistant commissioner of field operations who is spearheading the project for the agency. "We've got a really good understanding of when this information is available and what kind of information the industry has. We've made a lot of progress in a relatively short period."

The meetings also provided opportunities for the industry groups to partner with CBP. "The biggest concern for us is to educate policymakers who don't have as much direct experience with trade on how proposed policies can impact supply chains," said Stephanie Lester, the vice president of international trade for the Retail Industry Leaders Association. "We've come a long way in educating the committees in Congress who work on trade issues. They get it," she said. "But it's the other committees that don't traditionally work on trade that have a real learning curve." Lester explained that a lot could be accomplished by working with CBP. "We can explain how supply chains work," she said, "and CBP can explain how they enforce them." ■

—Marcy Mason

Frontline

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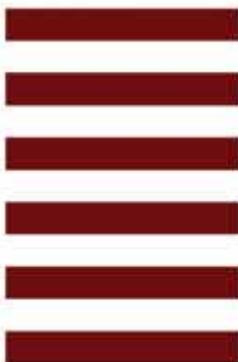
U.S. Customs and
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We are America's Frontline. To learn about a career with the U.S. Border Patrol, veterans' preference and special hiring authorities for veterans, visit www.borderpatrol.gov.

For other opportunities with U.S. Customs and Border Protection, an agency of the U.S. Department of Homeland Security, go to www.cbp.gov/careers.

**WE ARE
AMERICA'S FRONTLINE**



C-TPAT Reaches 10,000 Members

CBP recently announced that the Customs-Trade Partnership Against Terrorism has surpassed 10,000 members. C-TPAT is the first and the largest anti-terrorism partnership program throughout the world and it continues to set the global standard for supply chain security.

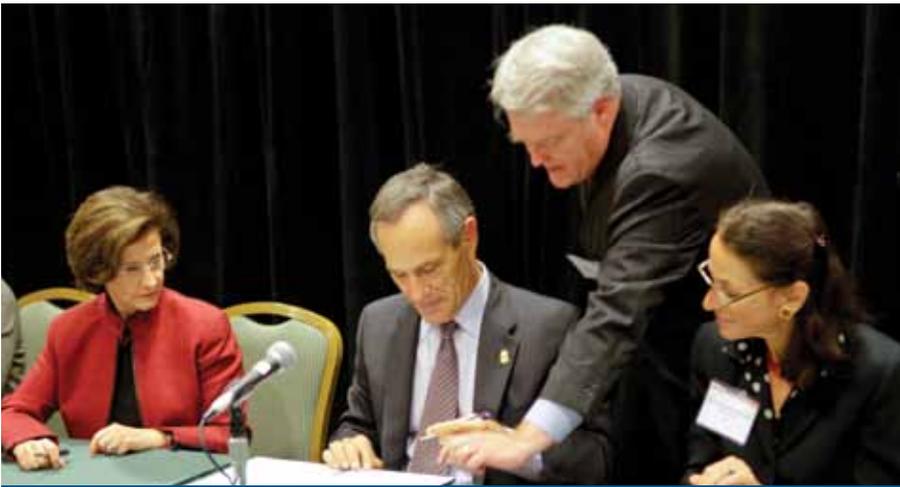
In addition to the announcement, C-TPAT also published the results of its second partner survey.

“This is a great accomplishment for our trade partnership program considering the program began with seven original members in 2001,” said C-TPAT Director, Bradd Skinner. “Achieving 10,000 members indicates that the program is meeting the needs of the trade community, while the member survey results will assist us in taking C-TPAT to the next level.”

One of the newest members of C-TPAT is Vaughan Furniture Company Inc., located in Galax, Va. Vaughan Furniture has been in business for 87 years and employs 34 people.

C-TPAT was designed so all businesses, regardless of size, could participate in global supply chain security. Approximately half of C-TPAT members companies are small or mid-sized, employing fewer than 50 people. C-TPAT importer partners are responsible for approximately 50 percent by value of all merchandise imported into the U.S.

A voluntary government-business initiative, C-TPAT is designed to build cooperative relationships that strengthen and improve overall international supply chain and U.S. border security. C-TPAT recognizes that CBP can provide the highest level of cargo security only through close cooperation with the ultimate owners of the international supply chain, such as importers, carriers, consolidators, licensed customs brokers, and manufacturers. Through this initiative, businesses become members to ensure the integrity of their security practices and communicate and verify the security guidelines of their business partners within the supply chain. ■



★ Ten agency leaders affirmed their commitment to import safety by agreeing to six key principles of import safety.

Agencies Commit to Enhanced Import Safety

Agency heads and other senior leaders from 10 federal agencies met recently at the Interagency Import Safety Conference to focus on efforts to protect the health and safety of the American consumer and the environment from unsafe imports.

Participants included executives from the Bureau of Alcohol, Tobacco, Firearms and Explosives; the Animal and Plant Health Inspection Service; the U.S. Consumer Product Safety Commission; the Environmental Protection Agency; the Food and Drug Administration; the Food Safety and Inspection Service; the National Highway Traffic Safety Administration; the National Marine Fisheries Service and Department of Homeland Security agencies—U.S. Customs and Border Protection and U.S. Immigration and Customs Enforcement.

The agency leaders affirmed their commitment to import safety by agreeing to six key principles of import safety, providing a foundation for further collaboration and cooperation among the agencies charged with protecting American consumers from unsafe imports. The principles call for:

- 1) the creation of an interagency forum of senior representatives dedicated to import safety cooperation;
- 2) continued commitment to information sharing across federal agencies involved in import safety concerns;
- 3) enhanced efforts to help the private sector comply with import safety requirements;
- 4) development of common systems to exchange information;
- 5) strong, consistent enforcement measures to deter imports of unsafe products; and
- 6) the use of risk-management strategies to streamline lawful trade.

In addition to discussing the principles, participating agencies agreed to an interagency memorandum of understanding to improve targeting and enforcement efforts at the Commercial Targeting and Analysis Center, a fusion center for agencies to share targeting resources, analysis and expertise to achieve the common mission of protecting American consumers from unsafe imports. ■



Global Entry TAKES OFF

Private-sector support fuels boost in frequent flier program

BY SUSAN HOLLIDAY

Wheeling carry-on bags behind them, passengers stream into the customs processing area at Dallas/Fort Worth International Airport as the rush of arriving international travelers begins. They merge into

GLOBAL ENTRY

TRUSTED TRAVELER NETWORK

queues that zigzag across the huge hall—except for a middle aisle leading to two Customs and Border Protection electronic kiosks.

As many in line watch, a passenger hurries down the middle aisle to an open kiosk and follows the touch-screen prompts. In less than a minute, the machine pops out a paper approval. The traveler hands the paper to the CBP officer in the nearby booth, who nods and gives it back. Then the passenger is gone, in and out of the hall in 90 seconds.

One of the waiting travelers who watched this progress catches the eye of an airport volunteer.

“How did he get to do that?” asks the passenger.

“It’s Global Entry,” the volunteer responds. He pulls from his pocket a stack of Global Entry promotional cards printed by the airport and hands her one. Then he moves down the U.S. residents line, offering the cards like candy. “Hey, you want to get out of this line?” he asks.

Global Entry, CBP’s trusted traveler program for the air environment, is taking off among frequent fliers, fueled largely by enthusiastic support from the private sector and local airport authorities.

Trust, but verify

Global Entry works because travelers volunteer upfront for scrutiny.

Applicants agree to an intensive background investigation for this and all other CBP trusted traveler programs—NEXUS, a joint U.S.-Canada program for northern border crossings; SENTRI, for use at land ports of entry on the southern border; and FAST, for commercial truck drivers at Canadian and Mexican land borders. Global Entry applicants, who must be U.S. citizens, permanent legal residents, or citizens of certain other cooperating countries, pay a \$100 application fee and

answer a series of questions in CBP’s online enrollment system. CBP personnel thoroughly vet the information, cross-checking several databases.

“People become ‘trusted’ partially by demonstrating their past ability to comply with the law,” said John Wagner, CBP executive director of admissibility and passenger programs. “There is a very strict standard for participation in the program, so if there is any derogatory information on the applicant, they are generally denied participation in the program.”

“We must be able to effectively identify the trusted and lawful so we can focus on the dangerous and the illicit among them,” CBP Commissioner Alan Bersin said in supporting the underlying philosophy of CBP’s trusted traveler programs.

Applicants who receive conditional Global Entry approval, usually within two weeks, then schedule an interview with a CBP officer at one of the enrollment centers, located in each of the 20 U.S. airports participating in Global Entry. During the enrollment, the officer takes the applicant’s photo and fingerprints and interviews the applicant—with eyes and ears open for any red flags. “We do the interview to confirm their identity and admissibility, confirm their information is accurate and correct, and ultimately make a judgment about their future compliance,” said Wagner.

If accepted, new Global Entry members do not receive a get-into-the-U.S.-free card. Law enforcement databases scrub members’ information every time they enter the U.S., every time they renew their Global Entry membership, and every 24 hours. In addition, “everyone is subject to inspection: random, targeted or selected” when they come into the country, said Wagner.

“Global Entry just automates the routine part of the processing,” Wagner added.

Photo by Susan Holliday



★ Many airline crew members use Global Entry, as pictured here at Dallas/Fort Worth International Airport, for faster customs processing.

“Once you know how this works, you will never get in that line again.”

—Robert Hightower, Dallas/Fort Worth International Airport



'A Great Time Saver'

"We held a Global Entry Day at Marriott headquarters to enroll our

associates, many of whom frequently travel internationally visiting our hotels around the world. I enrolled too, and when I returned from a recent trip to China, I was through the checkpoint in under a minute. Global Entry is a great time saver, and when you spend a lot of time on the road, every minute counts."

—J.W. Marriott Jr., chairman and chief executive officer, Marriott International, Inc.

Global Entry Locations

You can find Global Entry kiosks at the following airports:

- Boston-Logan International Airport
- Chicago O'Hare International Airport
- Dallas/Fort Worth International Airport
- Detroit Metro Wayne County Airport
- Fort Lauderdale/Hollywood International Airport
- George Bush Intercontinental Airport, Houston
- Hartsfield-Jackson Atlanta International Airport
- Honolulu International Airport
- John F. Kennedy International Airport, New York
- McCarran International Airport, Las Vegas
- Los Angeles International Airport
- Miami International Airport
- Newark Liberty International Airport
- Orlando International Airport
- Orlando-Sanford International Airport
- Philadelphia International Airport
- San Francisco International Airport
- San Juan Luis Muñoz Marín International Airport
- Seattle-Tacoma International Airport
- Washington-Dulles International Airport

Speeding passenger flow-through

Travelers at Dallas/Fort Worth International Airport see Global Entry at every turn. And that's just how the airport planned it.

On all airport waiting-area TVs, travelers can watch regular airings of a 30-second Global Entry public service announcement produced by DFW Airport. Bins of airport-designed and printed Global Entry promotional cards sit on information desks. DFW-created Global Entry advertising signs greet passengers in the international terminal.

Why would the airport foot the hefty bill for such marketing?

"To me it's a no-brainer," said Byford Treanor, vice president of customer service for DFW Airport. "The goal really is to facilitate the passenger through the airport."

He believes increased Global Entry use is the most viable way to reduce the customs waiting lines. "The only way we'll have an impact is by using technology," said Treanor. "At the end of the day, that's the only solution that's out there."

Thus the airport runs a Global Entry banner ad on its website's home page. It built a new CBP Global Entry enrollment center with easy passenger access. It has printed ads on the back of boarding-pass cards and purchased ad space for Global Entry on leading travel and news websites.

"Word of mouth will push this over the top," said Treanor. "We've got to get it in front of enough people so that they're talking about it."

Improving the customer's experience

Several forward-thinking airlines have placed Global Entry in many of their customers' e-mail in-boxes.

Continental Airlines was the first on the block. One month after Global Entry's June 2008 launch at three initial sites—Houston's George Bush Intercontinental Airport, New York's John F. Kennedy International Airport, and Washington, D.C.'s Dulles International Airport—Continental e-mailed announcements to 80,000 of its frequent international travelers to Houston, according to Andres Hirschfeld, international facilitation director for Continental Airlines. Then in September 2010, Continental dropped e-mails to 616,000 of its frequent international fliers worldwide.

Why e-mail? "It's just the easiest way of reaching such a large audience, and especially those that are frequent travelers," said Hirschfeld. The airline also established a Global Entry information section in the back of its in-flight magazine.

Over three days in early August 2010, Delta Airlines shot approximately 987,000 e-mails promoting Global Entry to a targeted list of frequent international fliers. The number of Global Entry applications more than doubled that month, from 5,381 in July to 10,864 in August.

Other Delta promotional initiatives—including a Global Entry banner ad on its website and an ad in its Sky magazine—may have spurred that month's application bump. In October 2010, it blasted a second promotional Global Entry e-mail to another 1 million Delta fliers, which again produced a burst in application activity.

"What works for the customer works for the company," said Andrea Newman, senior vice president of government affairs for Delta. "What every good customer-oriented company wants to do is to help improve the customer's experience."

American Airlines joined the Global Entry e-mail campaign in mid-October 2010, sending promotional e-mails to 400,000 of its frequent international fliers. The response was immediate and huge. The first day after the e-mail delivery, Global Entry applications, which for the previous 10 days had averaged 471 per day, spiked to 1,769—nearly a 375 percent increase.

The airline's goal with the e-mail was to give its customers a "quick education and let them go to the CBP website," said AJ Pillai, American Airlines director of industry affairs. "If they think it's beneficial, hopefully we'll see some return on investment over the long term."

American plans "to keep the momentum going for Global Entry," said Pillai. "International travel is starting to recover quite a bit. We hope to have a very robust 2011," which would mean an even greater CBP passenger processing load.

Boosting competitiveness

CBP and the staff at DFW Airport are friendly rivals with their counterparts across Texas at Houston's George Bush Intercontinental Airport, which is bigger than DFW in many ways. More international



★ Dallas/Fort Worth International Airport financed a clever Global Entry marketing campaign, including this sign in the primary processing area for international arrivals.

photo by Susan Holliday

flights, more CBP personnel, and more usage of Global Entry.

Global Entry launched at Houston's airport in June 2008 with a press event featuring then-Secretary of Homeland Security Michael Chertoff. The pilot program expanded to several more airports later in 2008 and to the rest of the current 20 airports, including DFW, in August 2009.

Both airports share an enthusiasm for Global Entry. Mario Diaz, director of the Houston Airport System, called it "one of the most technologically brilliant ideas that Customs and Border Protection has come upon in helping airports manage efficiency in the processing of passengers."

'Ready Lane' Gives Priority to Land Border Crossers with High-Tech Travel Documents

Travelers carrying travel documents equipped with radio frequency identification technology, or RFID, can access a priority traffic lane at several land border crossings under a Customs and Border Protection pilot program launched in 2010.

photo by Ron Smith



Called Ready Lane, the program facilitates the entry process for travelers using RFID documents including the U.S. passport card, enhanced drivers license, enhanced identification card, enhanced tribal card, NEXUS, SENTRI or FAST card, as well as an RFID-enabled permanent resident card or border crossing card.

To use Ready Lane, all adult passengers over age 16 must present one of the recognized RFID-enabled travel documents.

With more travelers using CBP-accepted RFID-enabled travel documents, the CBP pilot sites will demonstrate the capability of the Ready Lanes to improve traffic flow and move passengers safely and efficiently across the border. The program began in June 2010 at the Ambassador Bridge port of entry in Detroit, expanded in October to the International Bridge in Del Rio, Texas, and opened at the Ysleta/Zaragoza Bridge port of entry in El Paso, Texas, in December.

Each current site's Ready Lane hours are different, reflecting local traffic patterns, but all operate seven days a week.

- Detroit: 6 a.m. to 10 a.m.
- Del Rio: 6 a.m. to midnight
- El Paso/Ysleta: 6 a.m. to 10 p.m.

"CBP is dedicated to finding new and efficient ways to manage our land border traffic while enhancing border security," said John Wagner, CBP executive director of admissibility and passenger programs for the Office of Field Operations. "Ready Lane leverages the growing number of travelers with RFID-enabled travel documents to reduce process times. We look forward to deploying to additional land ports as this program continues to demonstrate success."

The Ready Lane gives travelers priority, but it is not a trusted traveler lane. The accepted RFID-enabled travel documents denote citizenship and identity only. The trusted traveler documents—FAST, NEXUS or SENTRI cards—are granted only after a background investigation and interview. ■

—Susan Holliday



Pilot Program Helps Fliers Make 'Express Connections'

Closely scheduled flight connections are a hot topic at Chicago's O'Hare International Airport. O'Hare's Terminal Five is one of the country's busiest operations for international arrivals, with approximately 5 million travelers annually processed by Customs and Border Protection. Seventy percent of those entering the U.S. at O'Hare connect to additional flights.

For the airlines, the cost for one of those travelers missing a flight includes baggage connection expenses, unsold airline seats, alternate bookings and possibly hotel charges. For CBP tight flight connections create an agitated

arrivals environment full of anxious passengers and harried airport personnel.

In 2010, CBP airport representatives and airline industry partners tackled this complex challenge by developing an idea for seamless travel that meets the stakeholders' needs without jeopardizing CBP's mission. CBP presented the idea at an O'Hare Airport Managers Association meeting for what eventually became the pilot program Express Connections.

With Express Connections, during the peak hours of 10 a.m. to 7 p.m., carriers preselect arriving international passengers who have a closely scheduled flight connection. When their flight to the U.S. gets to the gate, an airline representative meets them and gives them a bright neon-orange Express Connections card.

When the designated travelers reach the customs processing area, a city of Chicago contract employee wearing an Express Connections vest collects their orange cards and directs them to a special lane for expedited CBP processing. Once they complete normal CBP processing, Express Connections passengers collect their luggage at the baggage carousel and proceed to their connecting flights.

"The Express Connections Program is seamless and embodies the very essence of a win-win situation for everyone concerned because we can offer enhanced quality customer service to travelers with no sacrifice to our enforcement mission," said CBP Chicago Director of Field Operations David Murphy. "The airline industry has already experienced tremendous economic benefits. During the first 12 weeks of this pilot program, at least 5,500 more passengers were able to board their connecting flights, which saved the airline industry time and an estimated \$750,000."

The group that developed Express Connections included representatives from the Chicago CBP field office, the Chicago Department of Aviation, and the airline industry. CBP now considers Express Connections a best practice and at press time had begun a similar program at Hartsfield-Jackson Atlanta International Airport. ■

—Cherise Miles

Bush Airport constructed an ample, easy-access CBP enrollment center in 2009, posted airport signage, and airs a free Global Entry announcement on its airport TV system. Diaz said that the airport is investing in Global Entry in hopes "that the individual has the most seamless, the best experience traveling through the airport...to make sure that they continue traveling through the Houston Airport System and continue to do business in the city of Houston."

The airport targets its promotion to the road warriors of the business world. "Because of the flattening of the earth," said Diaz, the business traveler "no longer needs to be making trips to Pittsburgh. He or she needs to be making trips to Rio or Beijing or Seoul or Dubai. This is where Global Entry really makes the difference in helping those people to be more efficient and reducing the stress of the process."

The Houston Airport System, run by the city of Houston, collaborates with the Greater Houston Convention and Visitors Bureau and the Greater Houston Partnership, which has 2,100 member businesses. Diaz adds that the city and the businesses will benefit "if we get the corporate CEOs and the travel departments of those companies to say to their people every time they make travel plans, 'Take the time to become a member of Global Entry.'"

"It is a long-term proposition we're talking about here. We're talking about changing the beliefs of people," added Diaz, "in how we do business and process."

Diaz and his staff talk up Global Entry when they attend the meetings of these business groups and others. The airport and the Houston agencies give CBP a seat at the table, literally, donating table space to CBP for exhibiting Global Entry information at business conferences. CBP's goal at conferences is to educate business travelers and convince employers to sponsor Global Entry enrollment events at their workplaces.

'What works for the customer works for the company.'

—Andrea Newman, Delta Air Lines

Convenient, cost-effective enrollments

Without exception, every Global Entry applicant must sit face to face with a CBP officer for an enrollment interview. With current enrollment centers located only at the 20 Global Entry airports, scheduling a convenient interview appointment isn't always easy.

The enrollment centers understand the difficulty. At DFW Airport, "we cover the Texas-Oklahoma border," said supervisory CBP officer Kirk Gomes, "so you have guys who drive down here for two-three hours just to get enrolled in Global Entry."

For this and similar situations at every regional CBP enrollment center, the agency, in October 2009, created mobile enrollment kits that provide all the equipment and software that officers need to register Global Entry applicants wherever it's convenient and cost-effective.

The private sector was quick to catch on to this concept. Companies with many employees who travel internationally have hosted CBP mobile enrollments. CBP officers at Seattle-Tacoma International Airport traveled to the Bill and Melinda Gates Foundation to register 80 Global Entry members. Marriott International, Inc., invited CBP to sign up 50 senior executives

at its suburban Maryland headquarters. At JFK Airport, CBP conducts many mobile enrollment events with top corporations in the New York City area.

For Marriott, Global Entry is about improving business. For the company's traveling employees "it limits their time in line, and from a business standpoint, it makes sense," explained Melissa Froehlich Flood, Marriott vice president of government affairs. "They're traveling frequently and, compound their waits over a year, it's really a significant savings."

Witnessing the effectiveness of CBP mobile enrollments, DFW Airport went a step further. It dedicated airport personnel to Global Entry enrollment outreach.

The airport figured if its staff can expand Global Entry and expedite more passengers through the airport, more airlines will want to schedule flights in and out of the airport and it will deliver more in dollars and cents, said DFW Airport Terminal Manager Robert Hightower. It makes "selling the airlines on [DFW] a lot easier," he said. "If the processing times here are 20 or 30 minutes longer than a Houston or a Chicago or an Atlanta, then they may choose to put that airplane in one of those places and not here."

What's ahead

Global Entry's prospects look bright and busy, as CBP works to expand the program's effectiveness.

For example, to get more foreign visitors out of the customs lines, CBP is working to expand international programs. After signing an agreement with Mexico, CBP published rules in December 2010 enabling Mexican citizens to apply to Global Entry. To be eligible, Mexicans must fulfill the standard Global Entry requirements, including the in-person interview with a CBP officer, and pass a background investigation conducted by CBP and the Mexican government.

Another program, FLUX—the Fast Low Risk Universal Crossing—enables citizens of the Netherlands enrolled in the Dutch trusted traveler program, Privium, to apply for Global Entry. Global Entry members can also apply for Privium to facilitate their entry to the Netherlands.

In December 2010, CBP extended Global Entry benefits to members of SENTRI—the trusted traveler program for land border crossings with Mexico—and to members of NEXUS—the trusted traveler program with Canada. Members of these programs now automatically receive Global Entry benefits at no additional charge.

CBP also has signed agreements with the United Kingdom and Germany to develop trusted traveler arrangements, according to Wagner. The agency is also "in discussion" with Japan and the Republic of Korea on setting up comparable programs, he added.

The pilot Global Entry program is on track to become permanent in early 2011. The agency plans a smooth transition for program members, with no changes in enrollment periods or fees. After Global Entry is established as a constant in the CBP travel framework, "the goal is to have a kiosk in any place frequent international travelers to the U.S. would be," said Wagner, including some smaller U.S. international airports and overseas sites for CBP preclearance. Preclearance enables CBP entry processing at eight locations in Canada, Ireland, Bermuda, Aruba and the Bahamas.



★ A kiosk stands open and ready while travelers without Global Entry wait at Houston's George Bush Intercontinental Airport.



Program Streamlines Inspection for Fliers with Just Carry-ons

For international travelers arriving at Houston's George Bush Intercontinental Airport without checked luggage, processing through Customs and Border Protection has become easier since CBP implemented its One-Stop pilot program in May 2010.

Through One-Stop, travelers with only carry-on bags provide their

declaration form and approved travel documents to the CBP primary inspection officer who conducts a complete interview and review of documents to determine admissibility. Because the travelers have no additional baggage to pick up, CBP officers can complete required inspections at one stop. The One-Stop primary inspection addresses all CBP requirements, which cover admissibility, customs, agriculture and national security.

"Once it's determined that a traveler is admissible and there is no need for a secondary inspection, the traveler is released and the CBP process is complete," said Chief CBP Officer Alma Montemayor in Houston. "The main benefit for One-Stop travelers is that their interview includes both the primary and exit control process in one location."

CBP directs One-Stop travelers and flight crews to one of four specified primary inspection lanes at Bush Airport. Passengers are selected randomly each day for secondary interviews and a full inspection of their belongings to test vulnerabilities.

"There is still a minimal wait, depending on the number of arriving passengers," Montemayor explained. "Overall, it's a good concept for passengers. Once they are granted entry at primary inspection, they can exit the CBP area without further CBP processing."

On a typical day, CBP officers process more than 240,000 arriving international airline passengers. CBP Commissioner Alan Bersin has made it an agency priority to seek innovative ways to facilitate "seamless travel" procedures for international passengers.

"Seamless travel should allow legitimate travelers to make entry into the U.S. with minimal redundancies and allow CBP officers to focus on critical mission needs," said Houston Director of Field Operations Jeffrey O. Baldwin, Sr. "When we discussed implementing a One-Stop pilot program, we saw an opportunity to help identify efficiencies for the agency."

"We are gathering statistics and data to identify the efficiencies One-Stop provides," Baldwin said. "Since we are running the pilot, we also have to identify any areas that could be exploited."

Could One-Stop compete with Global Entry? "There's no comparison," Montemayor replied. "By regulation, Global Entry members have front-of-the-line privileges in every CBP area. One-Stop lanes are for international travelers who did not check their luggage."

On the other hand, Global Entry members generally do not experience a wait to process their entry because there are several self-service kiosks available to complete automated declarations for entry into the U.S. After they are admitted, they can retrieve their luggage and are directed to a line for expedited exit.

CBP chose Houston for the One-Stop pilot because "the CBP team in Houston and its stakeholders are always willing to put in the extra work that a pilot program requires, including additional training for CBP or equipment from the airport system," said John Wagner, executive director for admissibility and passenger programs. "The stakeholders in Houston have been very supportive of CBP's efforts to facilitate trade and travel in the most efficient and expeditious manner possible." ■

—Yolanda Choates

"Every time someone uses a kiosk, they're saving us at least a minute of CBP officer resources that we can redeploy to handle all the people who are not enrolled in Global Entry," said Wagner. By the close of 2010, more than 105,000 Global Entry members accounted for about 1 percent of CBP air traveler processing. In comparison, SENTRI, which began in 1995, boasts more than 237,000 members and logs 25 percent of all crossings at San Ysidro, Calif., the busiest U.S. land border crossing. NEXUS receives more than 12,000 applications a month, and has approximately 487,000 enrolled.

With technology evolving, CBP plans to integrate Global Entry, SENTRI and NEXUS into one umbrella trusted traveler program. Wagner is hoping to rebuild and simplify the online application process, setting up one basic service for one fee with a "shopping cart of additional options" that the traveler can purchase, he said. The agency is targeting early summer 2011 for a complete redesign of the application process incorporating all of the programs.

Creating buzz

Global Entry's private sector partners predict that it will become the international gold-standard for customs clearance—after more people witness the ease of the program.

DFW Airport's Robert Hightower likened it to ATMs and airline check-in kiosks—technology once regarded skeptically by the public and now almost universally accepted. "Once you know how this works, you will never get in that line again," said Hightower. "Once you hit it," he snapped his fingers, "you never go back."

Global Entry represents "technology that can really do a good job," said Houston Airport System's Mario Diaz. He said he proudly tells people, "I am a card-carrying—passport-carrying—member of Global Entry!"

One Continental Airlines flight attendant summed up the overwhelming Global Entry customer response. After processing through a Global Entry kiosk at Houston's airport, she commented, "I love it! Look at all these lines I don't have to stand in!" ■

Discover more about Global Entry, its 20 enrollment centers and how to apply at www.globalentry.gov.

For a guy that makes a living stopping everything, I can appreciate a travel card that doesn't slow me down.



If you're crossing the border into Canada to catch your favorite team, make sure to pack a high-tech travel card for the trip home. They allow travelers to cross back into the U.S., by land or sea, more efficiently. Sure, your passport still works, but you should upgrade and enjoy reduced wait times and dedicated lanes at border crossings exclusively for cardholders.



Let's Get You Home.

To learn which card is right for you visit us online at GetYouHome.gov



U.S. Customs and
Border Protection

www.GetYouHome.gov



Plants, Pests, Pathogens

**Agriculture specialists safeguard U.S. health,
environment and economy**



BY KATHLEEN FRANKLIN

“I have the best job in the world,” said Kevin Harriger, acting executive director of agriculture programs and trade liaison for the CBP Office of Field Operations. “I know that what we do makes a difference every single day.”

That “we” would be CBP’s approximately 2,400 highly trained agriculture specialists who work on the front lines at U.S. ports of entry. Agriculture specialists prevent the introduction into our country of harmful pests, plants and plant diseases, animal products and diseases and biological threats. These threats are destructive, diverse and often hardly visible to the untrained eye.

Agriculture specialists also guard U.S. borders from plants and animals considered by the Department of Agriculture to be invasive. Estimates of environmental and agricultural damage/loss in the U.S. caused by invasive species range between \$120 billion and \$133 billion per year. Invasive species—vines such as kudzu, insects like the emerald ash borer, and fish such as the northern snakehead—are generally non-native to the U.S. and, therefore, have few natural predators to keep their populations in check. They can cause serious damage to U.S. crops and natural resources and wipe out native species essential to the U.S. ecosystem.

Agriculture specialists use every available tool to accomplish their mission. They act on tips, check computer databases, interact with peers at other agencies, and hone their analytical skills by staying current on the latest scientific discoveries involving agriculture pests and diseases. The pathways they discover can seem unlikely to the lay person.

A wooden pallet of brass fittings, for example, might seem like an odd commodity to attract the attention of agriculture specialists, but the brass isn’t the problem. Rather, it’s the pallet that draws the scrutiny of specialists who know that wood-boring insects and other pests often set up housekeeping and hitch rides all over the world on these staples of the shipping industry.

Cut flowers can contain spider mites. An innocent-looking orange might hide an Asian citrus psyllid—an insect that could spread citrus greening disease, a blight that can wipe out entire orchards. A bag of rice might harbor a khapra beetle, a pest that can decimate stored grain reserves. Rustic wooden handicrafts—Christmas Nativity crèches, birdhouses, wreaths and decorative bird nests—all potentially carry dangerous pests and diseases.

Agriculture specialists also look for items made of endangered and protected species—and for the creatures themselves.

Whether it’s boots made of sea turtle skin or boxes carved of ivory, such items are subject to confiscation under international treaties.

Some poultry and poultry products are prohibited, as are some pork and beef items, because these could originate in countries with exotic foreign animal diseases that endanger domestic livestock. This rule was particularly upsetting to a traveler arriving recently at an East Coast airport with a whole baby antelope carcass in his suitcase.

Tourists, as well as scientists, who want to propagate an interesting plant they found on their travels must have proper permits to bring such material into the U.S. Even soil—whether it’s on an airline passenger’s shoes or clinging to an armored vehicle being shipped back from the Middle East—is subject to scrutiny and likely removal.

Many travelers are unaware of the regulations, but many more are completely cognizant of the bans. Some smugglers hope that the sheer volume of travelers during busy periods will prompt harried officers to wave them through with only a

few questions. Other smugglers think their contraband is hidden well enough to avoid detection. But years of practice and training increase the odds against the smugglers finding success.

A challenging, rewarding transition

The creation of CBP in 2003 combined certain portions of the USDA workforce with customs and immigration components. The merger generated the usual knotty transitional issues. Harriger moved from the USDA’s Animal and Plant Health Inspection Service Plant Protection and Quarantine, where he had served since 1981. Today he is CBP’s primary contact for the USDA, working to ensure compliance with all agricultural directives and policies.

Harriger noted that many senior and supervisory agriculture specialists were originally USDA employees, such as Susan Spinella, assistant director of trade for Seattle Field Operations. Spinella oversees agriculture operations at ports of entry in Washington state and the northern land

Many travelers are unaware of the regulations, but many more are completely cognizant of the bans.



★ CBP agriculture specialists check food packages at the Nogales, Ariz., port of entry.

border ports in Idaho, Montana, North Dakota and Minnesota.

“As a USDA Plant, Protection and Quarantine port director, I was not given the option of remaining in USDA,” recalled Spinella. “Had I been given that option, I would have transferred to CBP anyway. I like a challenge.”

Spinella spent her first day as a CBP employee at a conference in Virginia. “Customs, immigration and agriculture managers from around the nation and from headquarters came together to try and get a better understanding of our shared missions, priorities and processes. It was daunting—difficult to see how it could all come together as a cohesive force. I felt like a very insignificant piece of a very big puzzle.”

But the pieces continued to fall into place. “I am inspired when I see agriculture specialists doing their job creatively and well, finding new pests and especially new pathways. We have come a long way, but the potential for further advances is still enormous,” Spinella said.

Native New Yorker Rose Andretta, supervisory program manager for trade and cargo security in the New York Field Office, went through a similar transition. Andretta, whose background includes a degree in

biochemistry, was working in USDA’s Plant Protection and Quarantine and vividly recalls the “growing pains” that accompanied the merger. But she is confident she made the right decision in seeing it through. “There is so much opportunity in CBP,” said Andretta. “It makes a huge difference in morale and retention.”

As sharp as agriculture specialists are, canines also play an important role in CBP’s agriculture mission. Agriculture specialists use beagles to rove among passengers and their baggage at the airports and seaports. Along the border and in cargo and mail facilities, mixed breeds and larger dogs, such as Labrador retrievers, are used. In the passenger environment beagles—unlike fiercer-looking German shepherds—seem less threatening.

Thanuja “Tonni” Hall, Office of Field Operations agriculture canine program manager, oversees the “Beagle Brigade” and the “Border Brigade” from CBP headquarters in Washington, D.C. In the field, with her canine partner, Saint, Hall scored her share of interceptions. “There have been many memorable moments,” she says. “From finding a passenger with six bags completely filled with plant material to seizing just one leaf, I always knew Saint had it covered.”

Agriculture specialists use every available tool to accomplish their mission.

Increased agriculture training

CBP officers at the academy used to receive only a cursory glimpse of how agriculture inspection fits into CBP’s enforcement mission. “It used to be just four hours,” said Harriger. “Now there are six USDA instructors at the academy, and recruits get 24 hours of agricultural coursework.”

Hall agrees that the increased focus on agriculture for officer training produces a more well-rounded officer. “As new and current officers are cross-trained on all disciplines, we really are one face at the border,” she said.

In addition, agriculture specialists are trained at a special Field Operations Academy in Frederick, Md., which provides 10 weeks of intensive instruction covering CBP and USDA curricula. Founded in 2004, the agriculture academy has graduated more than 1,800 agriculture specialists. Harriger advises prospective students at the academy to “learn everything you can about everything you can.”

And the learning never ceases. In fact, one lesson all agriculture specialists learn is to expect the unexpected.

When she was still with USDA Spinella encountered a woman smuggling giant African snails at Los Angeles International Airport. “At first, I thought they were empty seashells. I placed them on a wet spot on the inspection belt and they came to life, sliming their way across the belt,” she said. She knew right away what they were, but “it freaked out the Customs guys.”

Some of the snails were more than six inches in diameter, and further inspection revealed snails and snail eggs hidden in the woman’s clothing and even sewed into the

★ Agriculture specialists inspecting scallions at the Nogales, Ariz., port of entry.





★ CBP Agriculture Program Manager Tracy L. Filippi-Encinas, right, oversees microscope inspections by Nogales, Ariz., agriculture specialists.

lining of her coat. “After much questioning, she admitted she was bringing them to breed and sell as a delicacy—enormous escargot!” recounted Spinella. “She was arrested by U.S. Customs and eventually had to pay a large fine.”

Then there are the verbal misunderstandings and language barriers that often get in the way. “At the end of a long day of taking declarations, I must have been slurring my words,” remembered Agriculture Program Manager Tracy L. Filippi-Encinas. “I asked a male driver if he had an ice chest, and he paused and smiled and said, ‘Well, yes, I think so!’ He had heard me ask him if he ‘had a nice chest.’ I blushed beet red while his buddies laughed.”

Harriger’s most memorable interception was citrus canker on prohibited limes from Mexico. Citrus canker, a highly contagious disease, is caused by a bacterium that poses no health risk to humans or animals. An infestation can destroy entire citrus crops. Citrus canker was detected in Florida in 1986 and now Florida is under a statewide federal quarantine.

“I’m so proud of our role,” Harriger said. “We are always developing new and better examination techniques. I want to institutionalize these techniques from Miami to New York and from Maine to Hawaii, so that we are constantly communicating, sharing the wealth and educating each other as well as the public we serve.” ■

Operation Paisano, a ‘Perfect Storm’ for Agriculture Specialists



Every year, CBP agriculture specialists at the Nogales, Ariz., port of entry brace for an invasion. The attackers don’t carry weapons, at least not in the conventional sense. They are, for the most part, law-abiding travelers. But these travelers often carry plants and animal products that conceal pests that can harm our nation much like drugs, guns and other contraband.

The “invasion” starts Dec. 26 and lasts for about six weeks. The northbound travelers, affectionately referred to as “paisanos,” are laden with all kinds of gifts and souvenirs, many of them prohibited agricultural products. The objective of “Operation Paisano” is to ensure the interception of these items.

The Mexican government estimates that more than 1 million southbound paisanos will cross through Nogales, Ariz., into Nogales, Mexico, during the days leading up to Dec. 25.

Then...they come back.

“It feels like a perfect storm,” said Agriculture Program Manager Tracy L. Filippi-Encinas. “Our agriculture specialists give it everything they’ve got. It is not for the weak of heart or stomach. It is often cold, wet, windy, and certainly less than glamorous, but they do it with pride.”

Operation Paisano in 2009 netted 4,164 plant and vegetable seizures, 959 animal products, 13 birds and 240 pests. Interceptions of plants and animals protected by the Convention on International Trade in Endangered Species totaled 31, and agriculture specialists treated 56 vehicles to ensure that the contraband they had carried did not leave any dangerous residue.

On New Year’s Eve 2009, a driver made a negative agricultural declaration. But inside his minivan were carefully concealed 81 bonete (wild papaya), four guanabana (a fruit), eight tangerines, 16 passionfruit, five kg. of camote (sweet potato), and 2.5 kg. of wheat. Needless to say, the driver was fined. Moreover, inspection of the seized fruit revealed live larvae.

Besides the usual mangos and chorizo, Operation Paisano yields many memorable finds. A woman carried a live dove in her brassiere. A man had a muddy termite nest that he planned to boil into a tea to cure congestion. Another man declared “cooked chicken,” but his cooler contained an iguana. “But I can’t find good iguana meat in the U.S.!”

he insisted.

“Inspections and interceptions during Operation Paisano generate stories that are retold all year long, year after year. More importantly though,” said Encinas, “the work done by this small group of highly-trained specialists definitely safeguards our food supply, our economy, and our nation.”

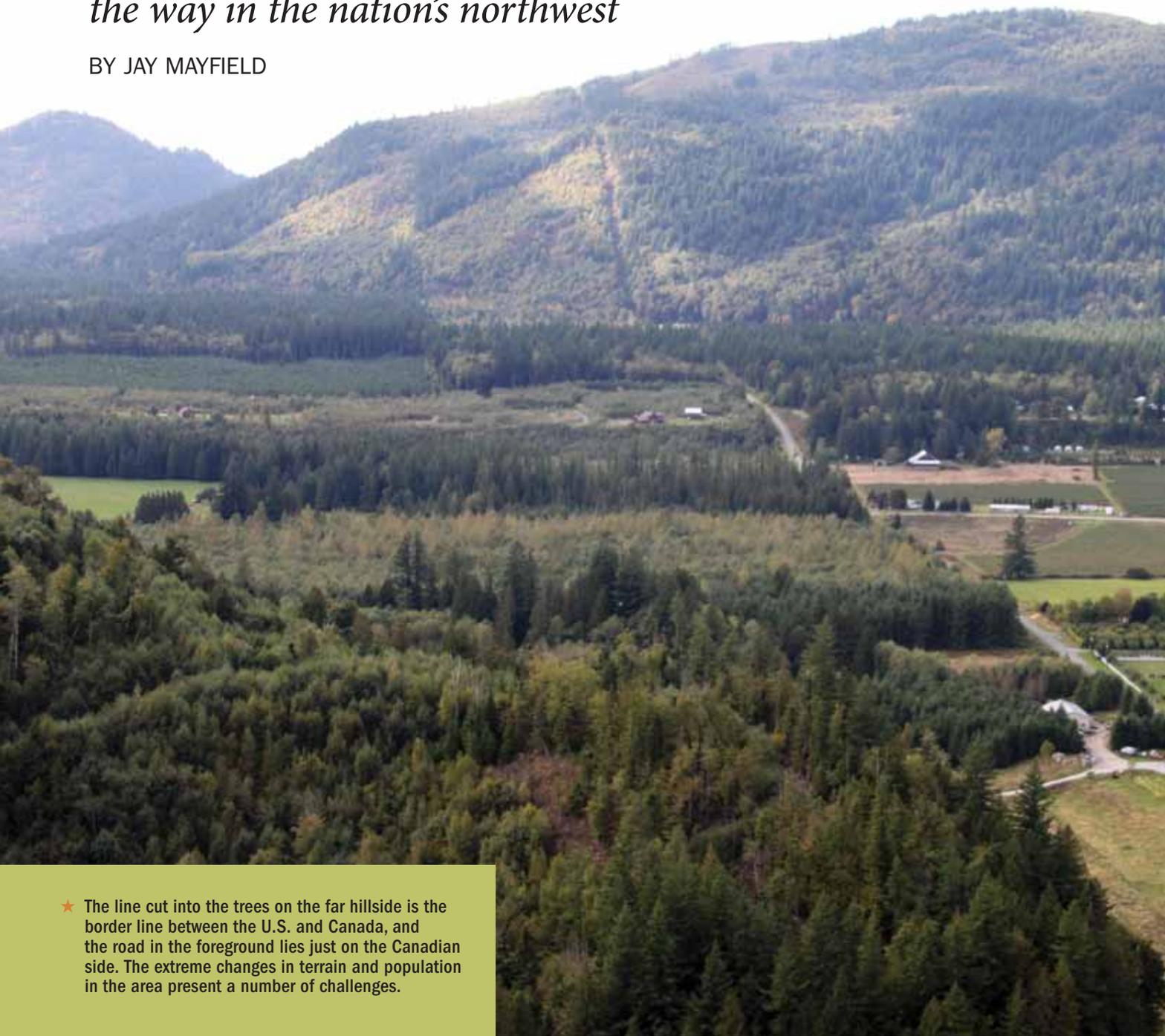
— Kathleen Franklin



PACIFIC PARTNERS

Inside and outside CBP, law enforcement coordination lights the way in the nation's northwest

BY JAY MAYFIELD



★ The line cut into the trees on the far hillside is the border line between the U.S. and Canada, and the road in the foreground lies just on the Canadian side. The extreme changes in terrain and population in the area present a number of challenges.

Nestled among the evergreen forests, soaring mountains and powerful ocean in the upper corner of the Pacific Northwest, you'll find more than stunning scenery.

There you will find a partnership that embodies U.S. Customs and Border Protection at its best, where colleagues from across operational offices collaborate closely with local, state and other federal officials—as well as agencies across the border—to keep our country safe and prosperous.

To some it's a sign of innovation, to others it's a sign of evolution, but to the men and women of CBP in and around Blaine

This area was home to the first Integrated Border Enforcement Team, or IBET. Founded in 1996, the IBET was originally a partnership of the U.S. Customs Service and the Immigration and Naturalization Service as well as the Royal Canadian Mounted Police and local authorities. The team was born of necessity, and its importance came into focus in the wake of the Sept. 11 terrorist attacks, when

'On our own, we simply would not be as effective as we are working together.'

—CBP Director of Air Operations Keith Powell

and Bellingham, Wash., it's a way of life and a way of approaching their work that leaves them wondering how anyone does it differently.

Where best practices are born

The 2003 creation of CBP integrated different cultures, methods of operation and missions, but in this region, the transition was natural. The precursor organizations to today's CBP and U.S. Immigration and Customs Enforcement were already close partners in the northwestern corner of the country.



★ A survey marker less than five feet in height is all that divides the U.S. from Canada in many locations.

officials on both sides of the border decided to expand the program beyond the northwest.

The teams, now spread along the U.S.-Canada border, consist of members from all of CBP's operational offices, ICE and its Homeland Security Investigations arm, local and state partners and Canadian organizations including the Canada Border Services Agency and the RCMP. These teams demonstrate what their law enforcement members often say: Partnership is the ultimate force multiplier. By breaking down traditional administrative and bureaucratic walls, the team becomes more than the sum of its parts.

Good enforcement requires good intelligence, which is the driving force behind the Integrated Border Intelligence Team, or IBIT. Housed in a Pacific Northwest CBP facility, the team includes representatives from CBP, ICE, their Canadian counterparts and other government agencies with an intelligence component. By locating the team members in one facility, but maintaining connections—technological and otherwise—directly back to their respective agencies, the IBIT clears many of the typical hurdles of information sharing.

Nature of partnership

Co-location is a theme that emerges again and again in examining what makes these partnerships tick. Leadership and rank-and-file agents and officers agree that, while being in the same place eases many logistical concerns, it's not the silver bullet.

The office of the Bellingham Air and Marine Branch is also home to agents from the Border Patrol's Blaine Sector, ICE special agents, and members of the Coast Guard Investigative Service. You'll find a similar array of people at Blaine Sector headquarters, with representatives of the RCMP and CBSA sitting down the hall from a facility where CBP personnel not only monitor a network of cameras and detection devices, but also serve as a 911 call center for the local area.

"Being so closely connected allows us to manage the assets we have more effectively and more efficiently," said Chief Patrol Agent John Bates of the Blaine Sector. "We may have something we know they need and vice versa."

Whether it's bi-weekly joint meetings of leadership from CBP, ICE, the RCMP

and local authorities or the basic day-to-day interaction of agents and officers in the office, on the ground, on the sea or in the air, keeping lines of communication open helps overcome some of the unique challenges in the country in securing the nation's border.

Director of Air Operations Keith Powell of the Bellingham Air and Marine Branch leaves nothing to doubt when asked to describe the partnership.

"It's not that we're close," said Powell. "It's that we're one."

Terrible terrain

One only needs to look at a map of this particular corner of the country to see that impeding the movement of criminals, weapons, drugs and anything else across the border is far from easy. Indeed, the natural features that lead to the area's stunning

'I have never been involved with a team like we have here.'

—Immigration and Customs Enforcement Special Agent Eric Mills



photo by Donna Burton

★ The metropolis of Seattle serves as a hub for traffic in the region by air, sea and land, and also serves as a major distribution market for illegal drugs smuggled across the border.

beauty also lead to obstacles to CBP's mission—soaring mountains, dense forests, mazes of islands and channels and other ingredients create an environment filled with complex challenges.

First comes the water: a stunning series of hundreds of chunks of land, many without any permanent inhabitants, the San Juan Islands create pathways, nooks and crannies in which smugglers can take refuge.

Because of the relatively short distances between these U.S. islands and Canadian territory, smugglers in the area will use almost any vessel—from sailboats to personal watercraft—to move drugs, money and people across the border, according to James Warfield, CBP's director of marine operations in Bellingham.

"If you're looking for one boat making its way through a busy channel, you have to sort the targets," said Warfield. "Which one do you stop? We don't have many of the detection technologies at sea, so without the partnerships, it's a crapshoot."

Closing the backdoor

Information sharing among agencies is just one element of success, however. On the water, CBP marine interdiction agents work closely with DHS colleagues in the U.S. Coast Guard to patrol the straits and bays, and a more recent partnership has torn down a major obstacle to apprehensions.

In the past, when officials identified a vessel of interest and moved to intercept it, the boat in question would be able to slip back to the other side of the border, meaning the chase would typically end except in those chance opportunities when a Canadian boat would be nearby.

In 2009, a program called Operation Shiprider changed that dynamic. A joint U.S.-Canadian initiative, it allows Canadian ships with an official from the U.S. Coast Guard on board to continue a pursuit into U.S. waters and vice versa. It's represented a sea change in enforcement that has yielded results, making CBP and ICE efforts more effective.

"The cross-border efforts make a huge difference," said Warfield. "It takes away one of criminals' major advantages in the marine environment."

On land, the situation does not improve. In a distance of less than 20 miles, the border turns from two parallel

photo by Rhett Bowdlen



★ A CBP Fast Boat patrols the waters between Bellingham and Lummi, Wash. Marine interdiction agents in the area battle high seas, a maze of islands and a large number and variety of vessels in as they conduct their mission.

It is here where the interaction between CBP's personnel on foot and in flight pays major dividends.

roads filled with suburban homes divided by nothing more than a narrow ditch to incredibly dense forest and the steep inclines of the Cascade Mountains.

One story that agents in the area hear is about people, who transit from Canada seeking entry to the U.S., but have the foresight to call ahead to make sure a cab is ready to pick them up at a certain intersection.

In these more populated areas where crossing the border may be as simple as veering the car a few feet to the right, technological surveillance goes a long way in alerting agents of crossings and drug deliveries. Here, also, is where the close partnership with Canadian authorities comes into play. With a quick phone call, they can pick up the chase on the other side of the border.

Ancient valleys—formed long before humans came along with nations and borders and arbitrary lines—create what are essentially highways for smugglers of drugs and people to make their way between the nations. It is here that the interaction

between CBP's personnel on foot and in flight pays major dividends.

Bigger than the individual parts

The stories go roughly like this: A criminal organization is seeking to move a large quantity of drugs across the border, and ICE, the Drug Enforcement Administration or Canadian authorities catch wind of the impending move. Agents on the ground sweep through the area where the move is set to happen, but they may be in the vast forest a few miles away from where the action is taking place. A CBP helicopter crew spots the criminals, though, and essentially pins them down—hovering in place and giving the agents on the ground time to close in.

"No one entity in a situation like we face here can do the job alone," said Powell. "On our own, we simply would not be as effective as we are working together, so we go out of our way to do it."

ICE Special Agent Eric Mills sees his role in the partnership as a user of the services provided by agencies like

CBP—in essence, as the other side of the law enforcement coin. He’s been in the area since the 1990s and has seen the partnership evolve.

“Smugglers operate in cycles, but the better we get at our jobs, the harder it becomes for them to adapt,” said Mills, pointing out that as CBP’s Office of Field Operations stepped up enforcement at the ports, smugglers would then drive their cars across the border between the ports of entry. “As we get better, they try harder, but I have never been involved with a team like we have here.”

While some of the methods used by smugglers here migrated north from the southern border—a tunnel from a warehouse in Canada to a garage in the U.S. was recently discovered—there are some challenges unique to the area, including secret plane flights hiding from radar among the steep mountains.

“If you can think of a way to come across,” said Powell, “then we have had it here.”

The impact of the partnership on local law enforcement is massive. A recent award from the Whatcom County, Wash., sheriff to the members of the partnership speaks to the importance of the federal team in helping reduce crime in the otherwise peaceful and remote area.



photo by Donna Burton

★ A CBP Air and Marine Black Hawk helicopter flies over the complex web of land and water that defines the marine environment in the Pacific Northwest.

Looking forward

The ties that bind the partners here in the northwest are close, and have led not only to productive working relationships but bonds of friends and family, as well. The men and women of CBP and DHS as a whole here take a very deep, very personal pride in their successes.

“Most people who are new to the area see the importance of these interactions right away,” said Mills. “You can’t help but notice it.”

Perhaps the most significant element of the partnership, however, is the way in which it serves to elevate the importance of the goals set by each U.S. agency involved.

“We are all part of the Department of Homeland Security, and we’re bigger than our individual organizations,” said Powell. “Anyone’s success, then, is a shared success, and the same applies to our failures.”

It’s a thought that applies not only in this scenic corner of the country, but to CBP’s mission across our nation’s borders. ■

Getting to the Point

Point Roberts, Wash., is a unique place in the U.S. and in the life of a CBP trusted traveler program.

A sliver of land less than 5 square miles, it is the unintended result of the 1846 Treaty of Oregon, which set the nation’s northern boundary as the 49th parallel. What surveyors later realized was that the 49th parallel cut Point Roberts in half, leaving the southern portion to become part of the U.S.

Since the point’s land also came with extensive fishing rights in what is known as Boundary Bay, the U.S. declined British offers—for the sake of convenience—to take over the land.

That means today, the fewer than 2,000 residents of the point must travel into Canada first to be able to reach the U.S. by land—whether for school, to conduct business or otherwise. It also gives Point Roberts a unique distinction, with good cause: it has the highest per-capita enrollment of anywhere in the U.S. in the NEXUS trusted traveler program run by CBP and CBSA. ■



photo by Rieft Bowden

★ Often shrouded in fog, Point Roberts, Wash., is connected to the U.S. only by ferry or by a small, grass airstrip. Its residents must travel through Canada to reach the U.S. by land.



*I paid twice,
with money and
my freedom.*

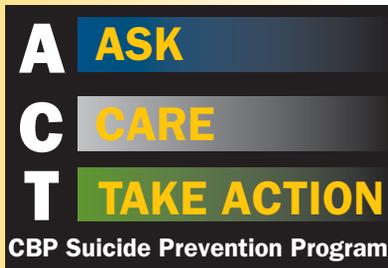
 **DON'T** be fooled

**YOU TOO COULD BE A VICTIM
OF HUMAN TRAFFICKING**



U.S. Customs and
Border Protection

CBP Aggressively Confronts Suicide, Promotes Employee Wellness



*'We know that
CBP employees face
hardships in performing
the important work of
securing our borders.
But you are not alone.
We in CBP care about
our work force.'*

—CBP Deputy Commissioner
David V. Aguilar

They are our friends and colleagues, and they also carry the titles of brother, sister, mother and father. They are U.S. Customs and Border Protection's suicide victims, and their tragic loss is a topic of great concern and attention at the highest levels of the agency.

Suicide is a major problem in the U.S., and it is one that CBP is not immune to. While statistics show that the number of suicides in the agency has actually decreased from 14 in 2009 to 10 in 2010, agency officials continue to stress the importance of further reducing these numbers.

"Losing even one CBP employee to suicide is one too many," said CBP Deputy Commissioner David V. Aguilar. "It is a serious problem for the nation and for CBP, and we are committed to providing as much information and support to employees as possible in our effort to save lives."

CBP developed a robust Suicide Prevention Program in 2008 to focus on employee wellness and resilience while fostering an environment where employees are encouraged to seek help for personal and mental health problems.

"CBP employees come from all walks of life, and just like within society, life's pressures can sometimes seem overwhelming," said Christine E. Gaugler, assistant commissioner for the CBP Office of Human Resources Management. "Our suicides have included both men and women and have reached across all regions of the country. We have seen suicides of Border Patrol agents, CBP officers, and agency mission support staff. It appears that many of those who died were experiencing stressful life situations, such as relationship problems, financial burdens and health-related issues at the time of their death. All of our employees are vulnerable to the pressures of life that may lead to suicide."

Regardless of the reason, duty assignment, or job position, Gaugler, who oversees the prevention program, emphasized that the tragic loss of a CBP employee leaves lasting effects and is something that the agency is focused on stopping.

"As part of the larger CBP family, it is important that we take care of one another," she said. "That is why our Suicide Prevention Program provides both the necessary training to recognize when someone is in need of help and the resources to assist those who are struggling."

Suicide prevention training

With one of the key aspects being awareness, in December 2009, nearly 100 percent of the more than 9,000 CBP supervisors attended a four-hour suicide-prevention training course delivered by mental health professionals. The course outlined suicide risk factors, warning signs and resources available to CBP employees who are struggling with personal problems. The course is now mandatory for all incoming supervisors.

More recently, a comprehensive virtual training course for CBP employees rolled out in September 2010. This interactive module raises employee awareness of the problem of suicide, alerts them to the risk factors and warnings of suicidal thinking and behavior, and educates them on the CBP resources that can assist those in need of help. The core message of both training courses is that suicide is preventable and employees can ACT to prevent it.

A – Ask the question—"Are you thinking of killing yourself?"

C – Care for co-workers—Listen with compassion, voice your concern.

T – Take action—Seek professional help.



”Even the word suicide brings feelings of uneasiness to some of us, but it is an issue that we cannot and should not shy away from,” said Aguilar, in a video underscoring the importance of the new online training and emphasizing the need for employees to know the key aspects of suicide prevention. “We know that CBP employees face hardships in performing the important work of securing our borders. But you are not alone. We in CBP care about our work force. I highly suggest that everyone take the Virtual Learning Center course to help you identify the warning signs, risk factors and red flags that might indicate someone you care about is considering suicide. What you learn in this course could help save a life.”

Resources assist employees

The agency is not only training employees on suicide awareness. Materials, including suicide prevention brochures and wallet cards, were distributed to all CBP employees during the beginning phase of the Suicide Prevention Program. The materials share the warning signs of someone who might be considering suicide, and provide contact information for the suicide prevention lifeline and the Employee Assistance Program.

The EAP offers employees and their eligible family members professional and confidential counseling 24 hours a day, seven days a week to help resolve personal problems that may adversely affect work performance or health. The program also offers employees a dedicated website with resources that include mental health self-screenings, online stress management training, and a health resources library. The agency urges employees to use the program for help before the stresses of everyday life become insurmountable.

“The EAP is a key element in our Suicide Prevention Program,” said Gaugler. “We highly encourage employees to take advantage of this valuable service. The EAP is confidential and does not report any information to security. The use of EAP, in and of itself, will not affect your security clearance.”

Accepting help

Looking at the program’s use rate, CBP employees are comfortable seeking EAP assistance. Since December 2009, more than

2,600 employees have used the counseling services and the website has received over 5,000 visits, with many employees taking advantage of the self-screenings and training.

“About 11.5 percent of our employees are utilizing the EAP, either through direct counseling or through accessing Internet resources,” said Gaugler. “This exceeds the national average of 5 to 7 percent, which means we are getting the message out about this useful service.”

The Office of Border Patrol also offers peer support and chaplaincy programs. Both are available to all CBP employees for counseling support and assistance.

“We know that employees are sometimes more likely to reach out to a peer for help before they would seek assistance from a mental health professional and we respect that decision,” said Gaugler. “That is why we employ a multi-pronged approach to providing employee support.”

This combination of offering counseling support and ensuring employees are aware of the warning signs of suicide seems to be having the desired effect,” said Gaugler.

“Prior to our implementation of the Suicide Prevention Program, the topic of suicide may have been considered taboo,” she said. “Our program has made it easier for employees in need to seek help and encourages those who see a struggling colleague to offer assistance.

“Vigilance is a core CBP value, and this includes looking out for our own employees,” Gaugler continued. “It cannot be emphasized enough that even one suicide is one too many. We are committed to ending this needless loss of life, and will continue to use a focused approach and modify our prevention program as needed to ensure our efforts are making the necessary impact while encouraging all employees to be aware of when they, or someone they work with, might need help. Together we can ACT to prevent suicide.” ■

—Mona Ferrell

Suicide Averages

- **U.S. suicide rate:**
11.3 per 100,000
- **CBP’s 2007 suicide rate:**
12.6 per 100,000
- **CBP’s 2010 suicide rate:**
17.0 per 100,000
- **Law enforcement suicide rate:**
18.1 per 100,000

Figures from CBP and Centers for Disease Control and Prevention.

‘CBP employees come from all walks of life, and just like within society, life’s pressures can sometimes seem overwhelming.’

—Christine E. Gaugler, assistant commissioner for the CBP Office of Human Resources Management.

How do I...?

CBP Info Center has the Answers

*The most valuable, underused source of CBP information is the Info Center's **online database of questions and answers.***

When you have questions about required U.S. travel documents, tariffs, duties, admissible foods, or even how to import medication to cure insect illnesses, who are you going to call?

The CBP Info Center, a one-stop customer service team that guides the inquiring public to the correct answers to questions concerning CBP—and many that don't.

The center reviews, tracks and addresses queries, complaints and compliments from around the world. The center staff responds to more than 850 phone calls and 200 e-mail inquiries on a typical work day, plus the occasional snail mail. Calls average about four minutes

in length, and more than 90 percent are resolved without follow-up.

Inquiries vary widely and can be as simple as, "What documents do I need to visit the U.S.?" or as complex as, "How do I store and move cargo in a foreign trade zone?"

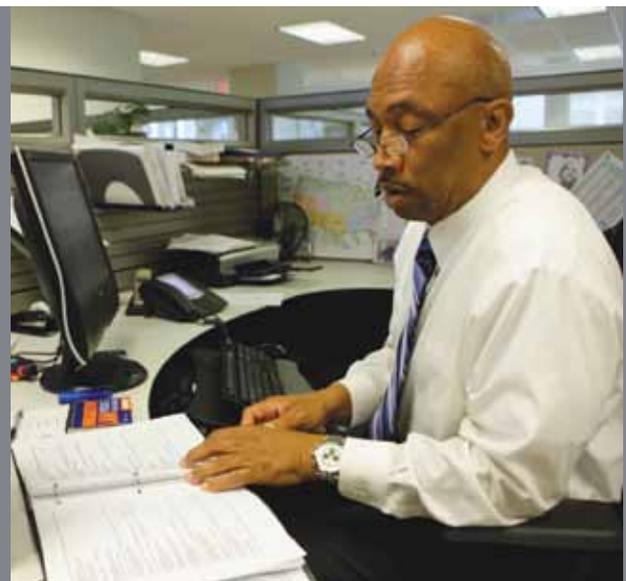
What separates CBP Info Center personnel from other information center employees is the immense volume of data they must grasp and relay. "Typical call center operations train in specific areas of the organization and calls are distributed accordingly," explained Info Center Director Janice Mosher. "Our staff trains in all facets of CBP operations, as well as other branches of Homeland Security. The job demands sharp and dynamic people."



★ Public Information Officer Kathleen Trepper multitasks at the CBP Info Center.



★ On the phone, at her screen, Public Information Officer Kelly Nance addresses a CBP customer's concerns.



★ Senior Public Information Officer Jerome Warren looks up the information needed to answer a customer's question.

photos by Jim Bourdette

Answers a Click Away

The most valuable, underused source of CBP information is the Info Center's online database of questions and answers. The database contains more than 700 questions relating to CBP policies and programs, step-by-step how-to's, plus links to other agencies, forms and additional resources. In an average month, 350,000 people use the Info Center self-service Q-and-A application, and 7,500 e-mail for personal assistance. The public can access the resource by keying in help.cbp.gov or from the www.cbp.gov home page by clicking the Questions/Comments tab at the upper left.

Info Center personnel also guide callers and e-mailers to specific areas of the website's self-help feature. People often want to see information in writing and keep the Web link for future reference. Many of the answers to the FAQs contain links to other agencies and entities that govern the rules and regulations enforced by CBP.

For example, a Canadian family wants to visit the U.S. for hunting and camping in New York state's national parks. Using a land border crossing, they want to bring firearms, bear spray and food. After consulting with the Info Center online database, they discover that they may bring bear spray but not bear bangers (explosives); they must obtain a firearm permit from the U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives plus a hunting license from New York; and they can bring some canned, but few fresh, foods. They also can link to the websites of all the relevant state and federal agencies for more detailed information and to download forms.

The Hottest Topics

The most frequent subjects addressed by the Info Center involve scams, travel tips and document requirements. U.S. import duty rates and requirements hit the top 10 in trade-related topics.

More than 50 percent of Info Center inquiries revolve around international travel. The staff can respond to phone calls and e-mails in Spanish and to e-mails in other European languages using translation software.

The Info Center staffers have become adept myth-busters as they receive countless calls and e-mails from victims of scams. People call after they have paid duty for so-called lottery winnings or sent sizable sums to an overseas love interest that supposedly "needs" money to clear customs, board a flight or obtain a visa. The Info Center's public information officers often struggle to convince callers that their situation is likely a scam.

Embracing the concept that complaints are opportunities to improve service, CBP complaints officers deal with criticisms and defects. It isn't easy. They collaborate with other agency contacts and work directly with customers to resolve issues. Using an electronic information tracking system helps the officers to identify, investigate and resolve problems at their root.

Expanding Resources

The Info Center's anticipated expansion includes new technologies, additional employees and extensive training. The staff now is located primarily in Rosslyn, Va., just across the Potomac River from CBP's Washington, D.C., headquarters, with some personnel in Nogales, Ariz. An additional remote office is planned for the West Coast to respond to calls beyond regular East Coast hours or during emergency or hazardous weather closings.

Mosher envisions employing the Info Center database to give CBP a more global view of the public's questions and concerns. "Ultimately, other CBP operations will be able to use it to record public contacts that require research and resolution," said Mosher. "A central record will allow us to do robust trend analyses and help CBP across the country to better serve the public."

"From the CBP Info Center," featuring useful information for CBP customers, will be a recurring feature of future editions of Frontline. ■

'Can I Get the Books Back?'

Some off-beat requests for Info Center assistance

The Info Center often receives unusual—and occasionally amusing—questions. When polled about the more extraordinary situations they're handled, Info Center public information officers offered these actually received questions:

- **Where do I go to pay my traffic fine?**
- **What is the process for importing medication to cure diarrhea in bees?**
- **My church group is going to Tel Aviv. What airline are we using?**
- **Do I need a cesarean-section report to travel with my baby?**
- **I entered the U.S. illegally and now I want to go on a cruise outside of the U.S. Will you let me back in?**
- **My wife used some books to smuggle contraband into the U.S. The package was seized. Can I get the books back?**

In Washington, New Port Fuses Efficiency and Design



Photo by Rieck Bowden

★ The newly constructed Peace Arch port of entry will add capacity for additional primary inspection lanes as well as greatly increase the number of spaces for secondary inspection.

Taken together, the new Peace Arch port of entry will serve as a beacon on the northwest coast that **presents a welcoming environment to visitors** and returning U.S. citizens.

In the extreme northwestern corner of the continental U.S., a newly built port of entry is bringing increased efficiency, modern construction and a more effective approach to the third-busiest crossing on the northern border.

The new Peace Arch port of entry, located on the shores of Semiahmoo Bay and Drayton Harbor in Blaine, Wash., includes features that will not only significantly enhance operations but also put the facility at the forefront of environmentally friendly and aesthetically pleasing design.

It's a bigger port. The new facility provides CBP personnel much more room to operate, expanding the footprint of the port from three to 16 acres, and increasing the capacity of the primary inspection area to 10 lanes. In addition, a new area for secondary screening will provide room to accommodate nearly 50 vehicles.

"Throughput—the number of cars and people we can process in a given amount of time—is critical," said Seattle Director of Field Operations Michele James. "The new Peace Arch port will help us accomplish our diverse mission more effectively."

The 103,000-square-foot main building is designed to meet the needs of today's CBP and its mission to protect the country while facilitating the flow of legitimate travelers into the U.S. The building's layout was planned with an eye toward separating low-risk and high-risk secondary screening processes to ensure that legitimate travelers can move through the port efficiently.

Building the new Peace Arch port of entry wasn't easy. Because of the port's location, expansion required the purchase of a number of surrounding properties. An important consideration in the port's construction was preserving views and sightlines for traffic entering the country and for members of the surrounding community.

The new port building is built into the side of a hill, and the majority of the facility is actually below ground level on one side. Partnerships with local authorities played a key role in the construction process, as the state of Washington built a new bridge that runs alongside the new facility for Interstate 5 traffic leaving the U.S., a process that took place simultaneously with the port construction.

Sustainability played a central role in the design and construction of the new port, which is expected to earn LEED Gold certification from the U.S. Green Building Council. The visual centerpiece of the sustainability efforts is a 20,000-square-foot green roof over the new secondary inspection area. The roof will be covered in a drought-resistant plant called seedum.

In addition to the roof, the port building features large windows that allow

for natural lighting and super-efficient heating and air conditioning systems, and the building was constructed with a significant amount of recycled materials. The sustainable design is in keeping with the pervasive outdoor culture of the area, and also will lead to substantially reduced operating costs over the life of the building.

There's another local touch in the building: a General Services Administration program to bring the arts into federal facilities led to the development of an exhibition of the early works of acclaimed glass artist Dale Chihuly, who is based in Seattle. The indoor gallery will be accompanied by a large piece of public art located outside the port building. Made up of 50,000 pieces of steel, the sculpture

will create a "frame" effect around the picturesque pier in Blaine as traffic enters the U.S.

Built at a cost of \$107 million, the new port also will be home to administrative offices, a gymnasium for CBP personnel and a fully equipped facility for detentions and interviews that is segregated from areas designated for travelers.

Taken together, the new Peace Arch port of entry will serve as a beacon on the northwest coast that brings together a welcoming environment to visitors and returning U.S. citizens with an efficient and effective outpost to stop terrorists, criminals and contraband from entering the country. ■

—Jay Mayfield

The new facility provides CBP personnel much more room to operate.

photo by Jay Mayfield



★ The new port's main hall includes energy efficient features, a larger area to accommodate those in line and better facilities to segregate high-risk and low-risk travelers.

CBP, EPA Work Together to Enforce Clean Air Act



The U.S. Environmental Protection Agency and U.S. Customs and Border Protection are collaborating to ensure that all imported vehicles and engines comply with Clean Air Act requirements. In the past year, more than \$6.5 million worth of vehicles including motorcycles, dirt bikes, tractors and generators were imported into the U.S. and found to be in violation of the Clean Air Act, according to EPA records.

“CBP’s partnerships with other government agencies and private industry are a critical link in the protection of the American public, the economy, and the environment,” said Don Yando, executive director for commercial targeting and enforcement in CBP’s Office of International Trade. “These partnerships enhance CBP’s ability to more effectively focus on those goods that pose the greatest threat.”

“Importing vehicles and engines without proper pollution controls is bad for human health and the environment and unfair to those companies that play by the rules,” said Cynthia Giles, assistant administrator for EPA’s Office of Enforcement and Compliance Assurance. “Americans deserve products with emission controls that comply with our nation’s environmental laws.”

CBP officers identify shipments, with particular focus on companies that have previously violated the Clean Air Act, and put them on hold for inspection. EPA investigators, working closely with a special team of CBP officers, inspect the vehicles and engines. Vehicles and engines found to be uncertified are seized by CBP. In a recent seizure, EPA and CBP at the Port of Savannah, Ga., confiscated illegal off-road motorcycles worth more than \$125,000.

The Clean Air Act requires most new

vehicles and engines imported into the U.S. to have an emissions label and a corresponding EPA certificate of conformity stating that the vehicle or engine meets federal emissions requirements. Ensuring compliance with the act is important because it protects U.S. citizens from potentially harmful air emissions.

Vehicles and engines emit carbon monoxide, hydrocarbons, and nitrogen oxides that contribute to the formation of ground-level ozone, or smog. Exposure to even low levels of ozone can cause respiratory problems, and repeated exposure can aggravate pre-existing respiratory diseases.

CBP, as the primary federal agency responsible for monitoring U.S. imports, cooperates with more than 40 federal agencies to assist with the enforcement of U.S. law. EPA’s mission is to protect human health and the environment. EPA works with other federal agencies to enforce environmental laws. ■

★ The Clean Air Act requires most new vehicles and engines imported into the U.S. to have an emissions label and a corresponding EPA certificate of conformity stating that the vehicle or engine meets federal emissions requirements.





★ CBP Commissioner Alan Bersin with the president of Customs of the Kingdom of Bahrain, Maj. Gen. Basim Yacob Al Hamer, for a Mutual Assistance Agreement signing on Nov. 5, 2010, at the Ronald Reagan Building, Washington, D.C.

*'The signing of the Customs Mutual Assistance Agreement illustrates the **alliance and friendship** as well as the **cooperation** between the United States and the Kingdom of Bahrain.'*

— CBP Commissioner Alan Bersin

U.S., Bahrain Sign Customs Mutual Assistance Agreement

CBP recently announced the signing of a Customs Mutual Assistance Agreement between the customs agencies of the U.S. and Bahrain. This CMAA marks the 65th agreement of its kind between CBP and foreign customs agencies.

The CMAA provides the legal framework for the bilateral exchange of enforcement information between customs authorities. CBP Commissioner Alan Bersin and the Kingdom of Bahrain's Customs President, Maj. Gen. Basim Yacob Al Hamer, signed the agreement.

"The signing of the Customs Mutual Assistance Agreement illustrates the alliance and friendship as well as the cooperation between the United States and the Kingdom of Bahrain," said Bersin. "I am confident

that the confluence of national interest and personal respect will result in mutual benefit for both nations."

The CMAA establishes a framework for technical assistance, information sharing and law enforcement cooperation to facilitate greater trade and prevent unlawful transshipments and other customs crimes. As the volume of trade increases around the world, so does the incidence of transnational crime. CMAAs are a vital tool for fighting that crime while facilitating legitimate trade. They reflect continuing cooperation between the U.S. and signatory governments on a wide variety of trade issues that are enforced by the respective customs administrations.

The CMAA will assist in the gathering of evidence for criminal and civil cases involving

trade fraud, money laundering, violations of export control laws, and drug smuggling. It will also permit the agencies to exchange information and provide mutual assistance on a range of other issues, including combating terrorism and human trafficking.

In June 1967, the Customs Cooperation Council, informally known as the World Customs Organization, adopted a model bilateral convention on mutual administrative assistance for its members to implement as part of a national customs policy. CBP has used this model as a basis for negotiating customs mutual assistance arrangements with other customs administrations since joining the WCO in 1970. Domestic and foreign courts then recognize each arrangement as a legal basis for wide-ranging cooperation. ■

U.S. Hosts 2011 Asia-Pacific Economic Cooperation Meetings



★ A CBP Office of International Affairs delegation joined Commissioner Alan Bersin at the September 2010 APEC meetings in Tokyo, Japan. Left to right: Sharon Goodson, Jennifer McGill, Dean Duval, Alan Bersin, Donald Anderson, Charles Stallworth, Brendan O'Hearn.

When President Barack Obama accepted the chairmanship of the 2011 Asia-Pacific Economic Cooperation meetings last November, CBP simultaneously assumed its position as host and chair of the APEC Sub-committee on Customs Procedures.

APEC, with 21 participating economies from the Pacific basin, began efforts in 1989 to improve its members' economic growth through trade and investment, business facilitation, and cooperation.

"There are no binding commitments," according to the APEC website. "Compliance is achieved through discussion and mutual

support in the form of economic and technical cooperation." Each member economy has an equal say and decisions are reached by consensus.

Host responsibilities rotate yearly among member economies, and as the U.S. takes the job in 2011, CBP will play two roles. One is to coordinate and chair the APEC subcommittee that deals with customs functions. The other is to process and clear approximately 20,000 foreign APEC visitors—including staff, security, news media, business representatives and government officials—at a series of U.S. meetings.

In preparation for the anticipated influx of APEC visitors, CBP is producing welcome

banners and signage for primary U.S. entry airports. CBP officers will be informed about upcoming U.S. APEC meetings so arriving diplomats can receive an entry experience that is as trouble free as possible.

The 2011 U.S. APEC meetings are scheduled for:

- ★ Washington, D.C., Feb. 27-March 13;
- ★ Big Sky, Mont., May 16-23;
- ★ San Francisco, Calif., Sept. 6-17; and
- ★ Honolulu, Hawaii, Nov. 12-20.

The first U.S. meeting was held Dec. 8-10, 2010, in Honolulu.

The APEC Sub-committee on Customs Procedures will meet during the Washington and San Francisco gatherings. The subcommittee coordinates efforts in customs and counterterrorism among APEC member economies. It brings customs administrations of APEC member economies together to simplify and harmonize procedures and ensure safe, efficient trade across the Asia-Pacific region. In 2011, the CBP Office of International Affairs will chair the subcommittee.

“CBP is proud to host the distinguished members of the Sub-committee on Customs Procedures for the 2011 APEC meetings,” said CBP Commissioner Alan Bersin. “It is of vital importance to the security of our global economy for the members to coordinate and share customs best practices.”

Along with the Sub-Committee on Customs Procedures, CBP is involved with the Business Mobility Group. The BMG is made up of officials from the member economies who address a broad range of immigration, business travel and security issues. The Business Mobility Group works

on initiatives to improve immigration processing for faster, smoother travel and effectively ensure passenger safety and border security. Australia is the permanent chair of the BMG.

The APEC region is home to more than 2.7 billion people and represents approximately 60 percent of the world gross domestic product and 44 percent of world trade. Since APEC’s inception, member economies have experienced average annual GDP growth of 3.6 percent, versus 2.9 percent growth in non-APEC economies, according to APEC.

APEC adapts to allow members to deal with new challenges to the region’s economic well-being. This includes planning for pandemics, countering terrorism, addressing climate change and implementing structural policy reform.

Japan officially passed the APEC chairmanship to President Obama at the APEC leaders’ meeting in Yokohama, Japan, on Nov. 13-14, 2010. ■

—Susan Holliday



Asia-Pacific Economic Cooperation

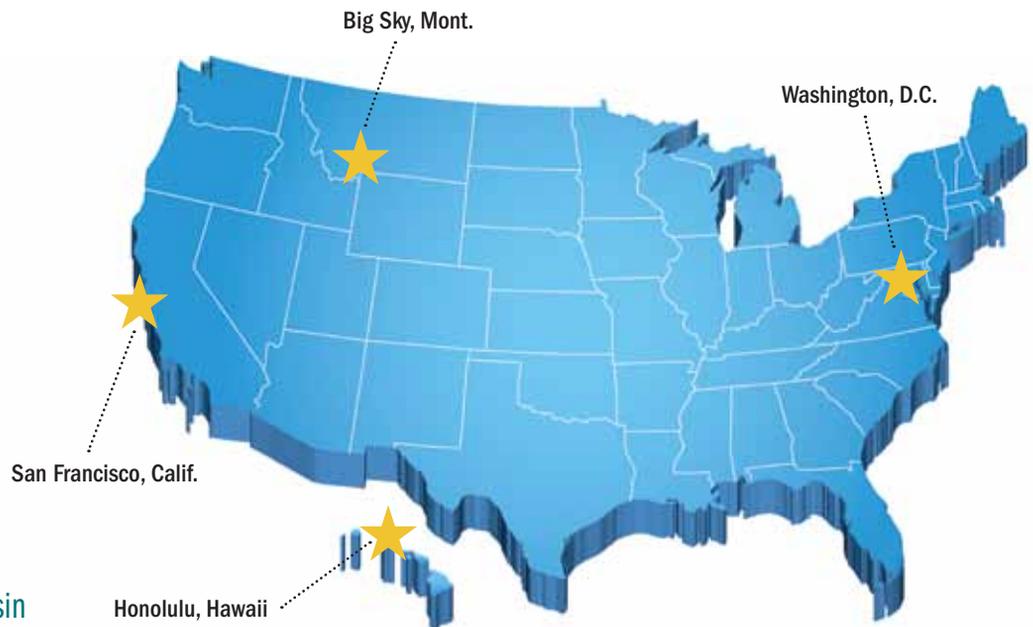
CBP and APEC Go Way Back

Federal forerunners of the Department of Homeland Security represented the U.S. when it joined APEC in 1989. The former U.S. Customs Service participated as part of the U.S. delegation to the Committee on Trade and Investment. In 1994, that committee established 16 subgroups and the U.S. Customs Service took the lead on the Sub-Committee on Customs Procedures. The former Immigration and Naturalization Service led another subgroup, the Business Mobility Group. In 2003, with the formation of DHS, U.S. Customs and Border Protection took responsibility for both groups.

—Eileen McLucas

‘It is of vital importance to the security of our global economy for the members to coordinate and share customs best practices.’

—CBP Commissioner Alan Bersin





★ The P-3 AEW carries a crew of eight and can fly for 12 hours with a range of 3,000 nautical miles and at a ceiling of 26,000 feet.

CBP P-3 Surveillance Aircraft Program Celebrates 25 Years of Service

In 25 years, the P-3 program has seized or disrupted nearly 1.9 million pounds of drugs and flown more than 120,000 hours.

CBP celebrated the 25th anniversary of its P-3 surveillance aircraft program in late 2010. There are 16 of these Orion aircraft operating in Corpus Christi, Texas, and Jacksonville, Fla.

“The P-3 aircraft is a proven maritime patrol aircraft that has proven itself to be an effective asset in intercepting source and transit zone trafficking of illegal drugs,” said Michael C. Kostelnik, assistant commissioner for the Office of Air and Marine. “Air and Marine had the vision to extend the life of this aircraft by putting new wings on them—something few operators were thinking about in 2006—and we are now helping to shape the way the aviation operation thinks.”

Office of Air and Marine operates two P-3 variants, the Airborne Early Warning and the Long Range Tracker. The AEW provides wide area search and increased command, control and communications capabilities. The LRT is designed to intercept and track airborne and surface smuggling threats. The two variants often fly in tandem and when used in this manner the pair

can identify, detect, monitor and intercept both airborne and maritime targets. They have been instrumental in identifying self-propelled semi-submersibles.

The P-3 AEW carries a crew of eight and can fly for 12 hours with a range of 3,000 nautical miles and a ceiling of 26,000 feet. The LRT also can fly for 12 hours with a range of 4,000 nautical miles and a ceiling of 28,000 feet.

They are primarily used for long-range patrols either along the entire U.S. border or in source and transit zones throughout Central and South America.

Though the OAM P-3 program is celebrating 25 years, the aircraft’s airframe is more than 40 years in age. The aircraft are going through a modification to add new wings and an additional 15-20 years to the life of the aircraft at a cost of about \$320 million. That stands in contrast to the cost of replacing the fleet entirely, which would total about \$3 billion.

In 25 years, the P-3 program has seized or disrupted nearly 1.9 million pounds of drugs and flown more than 120,000 hours. ■

CBP Pipes and Drums Converge in Plattsburgh

The Plattsburgh Air Branch hosted the Annual CBP Pipes and Drums Training Program in Plattsburgh, N.Y., from Sept. 5-20.

The annual Pipes and Drums Training Program is accredited by the Federal Law Enforcement Training Center and is conducted by the Office of Border Patrol Honor Guard pipes and drums instructors who are national level pipers and drummers. This was the first time that the newly formed Office of Air and Marine Honor Guard Pipes and Drums participated in this training program with the Border Patrol and Office of Field Operations.

Last year's event was conducted at the Artesia, N.M., FLETC facility, but due to other training being conducted there this year, Plattsburgh Director of Air Operations Michael Johnson, a drummer in the OAM Pipes and Drums, offered the air branch as an alternate location for this year's training.

"This is important and professional training for the newly formed OAM Pipes and Drums," said Johnson. "This will thrust OAM to another level of professional representation in cooperation with the other components of CBP."

Bagpipers have been associated with law enforcement in the U.S. for many years. They traditionally perform an important role in honoring fallen officers, and have been expanded to include ceremonial functions, community events and parades.

The mission of the OAM Pipes and Drums is to provide OAM with a highly professional and specialized musical marching unit that is capable of representing the agency in any engagement that is specifically dedicated to: honoring fallen service personnel at funerals and memorial services and enhancing esprit de corps among Air and Marine agents and the public.

Learning to play bagpipes or

'This is important and professional training for the newly formed OAM Pipes and Drums.'

—Michael Johnson

Scottish style drumming is not an easy task and takes dedication, extensive training and practice. This year's PDTP participants put their skills to the test by marching as a combined CBP Pipes and Drums band at the annual Battle of Plattsburgh parade. The parade afforded the trainees the opportunity to play newly learned material while performing for a very appreciative Plattsburgh community. At the end of the parade, the CBP band participated in a massed bands venue in front of the Plattsburgh City Hall with two other pipes and drums bands: the U.S. Navy band and the Royal Canadian Marine band.

Auditions were held the next training day for novice trainees to attain sector level and for sector level trainees to move up to national level. At the auditions, Air Interdiction Agent Gregory Haynes of the Plattsburgh Air Branch attained the level of sector level snare drummer. Haynes is the first OAM Pipes and Drums member to achieve this status.

The last week of training was dedicated to the OBP National Level Pipes and Drums band members practicing for their first pipes and drums competitive event. The national level players rehearsed and refined their show in hopes of taking first place in the Category 5 band competition at the Highland Games at Loon Mountain in Lincoln, N.H. ■



★ Bagpipers traditionally perform an important role in honoring fallen officers and in ceremonial functions, community events and parades.



CBP Liaisons Promote Agriculture Mission

U.S. Customs and Border Protection has created the second in a series of agriculture liaison positions to facilitate the flow of agriculture-related information among CBP field offices, the Department of Agriculture's Animal and Plant Health Inspection Service and state plant regulatory officials. The first liaison position was established in Sacramento, Calif., with the goal of placing additional liaisons in key agriculture locations nationwide.

For the second liaison position, located in Florida, CBP has selected Richard Gaskalla. He is a 35-year veteran

of the Florida Department of Agriculture and Consumer Services. For the last 22 years, Gaskalla served as the director of the Division of Plant Industry, the plant protection division of the department. Gaskalla has worked closely with the USDA and with CBP in Florida to maximize the available resources and to continue improving agricultural pest exclusion, detection and response programs.

"CBP's agricultural mission is crucial to the protection of the American food supply," said Assistant Commissioner Thomas Winkowski of the Office of Field Operations.

"With this position, our outreach and communication efforts with our agricultural stakeholders will be greatly improved."

The responsibilities of the newly created agriculture liaison position include promoting the agriculture mission of CBP, providing guidance and direction on agriculture-related data, plant pest interceptions, trends, enforcement actions and pest risk committees, evaluating agriculture-related activities and ensuring collaborative efforts are investigated, fostering stronger relationships, enhancing communication and facilitating the flow of information. ■

CBP, USDA Warn About Citrus Greening Disease

CBP and the U.S. Department of Agriculture are advising the traveling public that certain agricultural items used in holiday decorations are prohibited from entry to the U.S. and can carry the citrus greening disease, which, if allowed to establish itself further, could be devastating to America's citrus industry.

Citrus greening, also known as huanglongbing, is a disease caused by a bacterium that can infect most citrus varieties and some ornamental plants, such as orange jasmine. It was first detected in the U.S. in 2005 in Miami-Dade County, Fla.

Puerto Rico is already under quarantine as a result of various cases where the disease has been detected, limiting the exportation of local oranges.

According to the USDA, the disease has seriously affected citrus production in India, Asia, Southeast Asia, the Arabian Peninsula and Africa.

To combat the further spread of citrus greening into the U.S., CBP has joined with

USDA's Animal Plant Health Inspection Service to launch a citrus greening public awareness campaign.

The campaign's objective is to educate the community about the devastating impact



★ A CBP display designed to educate the public about the dangers of citrus greening disease, which, if allowed to establish further, could be devastating to America's citrus industry.

of citrus greening and what actions people can take to prevent citrus greening from establishing a greater foothold in the U.S.

Among the actions travelers can take is to remember not to bring any orange jasmine or other prohibited citrus fruits and plants from foreign destinations into the U.S.

Prohibited citrus fruits include: oranges, grapefruit, tangerines, sour oranges and sweet limes. Other popular non-citrus fruits that also are prohibited include guavas, mangoes, peaches and pomegranates.

Failure to declare prohibited agricultural items also can result in fines. Penalties for personal importations of undeclared prohibited agricultural items, depending on the severity of the violation, can run as high as \$1,000. For commercial importations, fines can reach \$250,000.

The traveling public can learn more about prohibited fruits, vegetables, plant and animal products and other prohibited items by consulting the "Know Before You Go" guide or the list of top 10 travelers tips available on the CBP website at cbp.gov. ■

Save the Date

April 13-14, 2011
Washington, DC

TRADE
SYMPOSIUM
2011



*Working Together to Strengthen
Economic Competitiveness*



**U.S. Customs and
Border Protection**

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A Tale of Two Customhouses

At the edge of the staid Financial District in downtown San Francisco stands the city's handsome U.S. Customhouse, erected during the five years following the 1906 earthquake and fire. It rests on land reclaimed from San Francisco Bay, and rests as well on the heritage of an earlier, smaller customhouse that stood for five decades on the site. Criticized in the local press when it was first announced, the new customhouse was more kindly received when it opened for business seven years later, May 1, 1911, and has remained for a century one of the most distinguished public buildings in the city.

Tariff duty collection began in San Francisco almost as soon as Sailors and Marines secured this village in the California

territory in 1846. For the first few years after the state was admitted to the Union in 1850, the U.S. Customs Service occupied a series of provisional quarters until the Treasury Department selected a permanent site for the organization on Battery Street, where it has remained since.

This first Battery Street customhouse followed plans drawn by Gridley J.F. Bryant, a Boston-based architect credited with designing more than 100 public buildings. Resting atop 2,600 wooden piles, the

customhouse foundation was of "Quincy stone," a Massachusetts granite used in many 19th century customhouses. Above this base rose a three-story superstructure of plastered brick. Although plainly adorned and modestly proportioned, and occupying less than half of the current customhouse site, Bryant's 1855 building was regarded, in the words of the newspaper *Alta California* that year, as "decidedly the grandest building in the State."

1867



National Archives and Records Administration

★ The first Battery Street Customhouse, circa 1867, after undergoing the first "seismic retrofit" conducted on a federal building. The building's warehouse was the first of many ancillary structures that would be erected on the lot during the remaining decades of the century.

1900



National Archives and Records Administration

★ The first Appraisers' Building, 1900.

1903



National Archives and Records Administration

★ By 1903 the old customhouse grounds had been entirely filled in with annexes and additions.

Following the second earthquake in 1868, federal engineers recommended abandoning the site.

The first American seismic retrofit

Architect Bryant's "dependence on standardized design and his failure to understand the specific problems of San Francisco explain why his handsome Greek Revival customhouse suffered repeatedly in earthquakes," wrote architectural historian Stephen Tobriner. Less than a decade after occupancy, the first earthquake Oct. 8, 1865, opened many fractures in the customhouse's exterior and interior walls and knocked much of the interior ornamental plaster to the floor.

Architect William Craine and builder George Cofran renovated the broken building. Refining the technology used in earlier centuries in quake-prone Italy, they reinforced the customhouse using a system of iron tie-rods, plates, washers, nuts and screws. This

was the first seismic retrofit undertaken in San Francisco, and Tobriner, who has written extensively on earthquake reconstruction, has stated that he is aware of no earlier such retrofit anywhere in the U.S. When another, considerably stronger earthquake struck the region just three years later, the buttressed customhouse survived, although its heavily damaged front pilasters and portico had to be

pulled down shortly thereafter.

Following the second earthquake in 1868, federal engineers recommended abandoning the site. After contentious internal debate, the methods introduced by Craine and Cofran were again applied to brace the customhouse, and these preserved the structure into the next century. U.S. Treasury's Supervising Architect Alfred



National Archives and Records Administration

1906



Landmarks Association of St. Louis

★ William Eames (1857-1915)



Landmarks Association of St. Louis

★ Thomas Young (1858-1934)

★ Seepage water from the excavated site of the demolished customhouse helped save the neighboring Appraisers' Building following the 1906 earthquake and fire.

Mullett championed the continuing use of earthquake-resistant design. He insisted that the Appraisers' Building, erected behind the customhouse in the 1870s, be fastened to a poured concrete foundation and heavily stabilized with embedded iron bars.

Eclipsed by more magnificent buildings both public and private as San Francisco grew, the increasingly shabby Battery Street customhouse stood for 50 years. As the Customs workforce grew, the original landscaped grounds were filled in with an untidy warren of annexes, and Bryant's original design became scarcely discernible. Early in the new century Congress appropriated \$1.5 million to erect a new customhouse on the site of the old. A public competition to design a new customhouse was announced in 1903. The San Francisco newspapers were loudly and almost unanimously unhappy when the contract was awarded to Eames & Young of St. Louis over the half-dozen local firms that had also submitted designs.

The San Francisco earthquake

At the time of the 1906 earthquake, preliminary excavation had begun for the new customhouse on the location of the old one and the dig site had filled with seepage water. After the quake and the failure of the municipal water supply, water from this providential pool was transported by all available means—by pump, by hose, by bucket, even by hod and towel and mop—to battle the fire.

The Revenue Marine Service crew from the revenue cutter Bear, supplemented by 100 or more sailors and marines from the Navy's newly-arrived USS Chicago, threw themselves into firefighting. These men saved the Appraisers' Building and many of its neighboring structures from the fire. Throughout the ordeal, the Customs' distinctive ensign fluttered over the building in the smoky air. That flag, soot-darkened and tattered, is now permanently displayed in the international arrivals area at San Francisco International Airport.

Rebuilding

The earthquake and fire had speedily undone decades of San Francisco's progress from a sleepy backwater to a vibrant urban center. Although the public sector was barely accustomed to dealing with large-scale disasters, California Governor George Pardee was presciently optimistic: "I have not the slightest doubt that the city by the Golden Gate will be speedily rebuilt, and will, almost before we know it, resume her former great activity."

Once past the immediate emergency, with the rubble cleared and temporary encampments erected, the city set about rebuilding. The new customhouse on Battery Street was among the first projects. Pile driving for the foundation began in September 1906, and the following spring



1912

★ The present Battery Street Customhouse, shortly after its completion.



2010

★ The "new" Appraisers' Building, 2010.

U.S. Customs & Border Protection

Credit: Digital Library, Washington University in St. Louis

While the neighborhood around it has sprouted skyscrapers in recent decades, the customhouse is little changed from its early landmark days.

the steel frame of the building took shape. In October 1907 the cornerstone was laid in an elaborate public ceremony and the building finally opened for business in 1911.

The customhouse exemplifies the Beaux Arts style that dominated much of the public architecture of that era. From 1897 to 1912 under the government’s Supervising Architect James Knox Taylor, Beaux Arts

classicism, sometimes also known as American Renaissance, emerged as the de facto style for federal building design. If some of the Gilded Age exuberance is absent, the customhouse design looks forward to the less ornamented, more geometric aesthetic that would come to dominate later civic architecture.

Today’s San Francisco customhouse

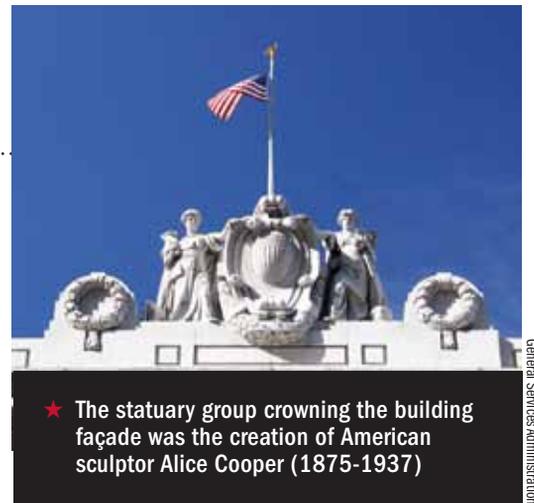
The vision of Eames & Young, conceived for a specific city and era, was born into another, violently transformed metropolis and has stood for a century. While the neighborhood around it has sprouted skyscrapers in recent decades, the customhouse is little changed from its early landmark days. Its granite surfaces conceal a steel frame erected according to the most advanced engineering principles of the early 20th century, and reinforced during a major retrofit in the 1990s. Taken together with its 1855 predecessor, the San Francisco customhouse represents one of the oldest continuous federal presences on the West Coast. Its original architects were charged with engineering a building that would embody the popular majesty of a confident republic. The soundness of their vision endures today. ■

—Rand Careaga



2010

★ The Customhouse and Appraisers’ Building



★ The statuary group crowning the building façade was the creation of American sculptor Alice Cooper (1875-1937)

General Services Administration

Border Busts



San Diego Tunnel Task Force Discovers Border Tunnel

San Diego – Eight suspects are in custody on both sides of the U.S.-Mexico border and more than 20 tons of marijuana have been seized following the San Diego Tunnel Task Force's discovery of a cross-border passageway even more sophisticated than a similar tunnel uncovered in the area less than three weeks earlier.

Unlike previous area tunnels, the nearly half-mile long passageway had two U.S. entrances located in warehouses about 800 feet apart in the Otay Mesa industrial complex in southern San Diego. The tunnel, which reached an estimated depth of 90 feet, emerged in Tijuana, Mexico, inside a stucco residence outfitted with a garage large enough to accommodate deliveries by tractor trailer trucks. Inside, the tunnel's walls were fortified with wood and cinderblock and the passageway was equipped with advanced rail, electrical and ventilation systems.

The tunnel discovery is the result of an ongoing investigation by the multi-agency San Diego Tunnel Task Force, which includes U.S. Immigration and Customs Enforcement Homeland Security Investigations, U.S. Customs and Border Protection and the Drug Enforcement Administration.



Gulf Coast Task Force Seizes Sailboat, 4,500 Pounds of Marijuana

Gulfport, Miss. – On Nov. 21, the U.S. Department of Homeland Security's Gulf Coast Border Enforcement Security Task Force reported the arrest of three subjects, the seizure of a sailing vessel and approximately 4,500 pounds of marijuana on the Mississippi Sound south of Bay St. Louis, Miss.

While on patrol in the Gulf of Mexico, a U.S. Customs and Border Protection Air and Marine aircraft located a sailing vessel, later identified as the Sarah Moira, an 80-foot steel hull sailboat. CBP marine assets maintained surveillance of the craft until it was boarded by task force members from CBP's Office Air and Marine, Office of Border Patrol and Office of Field Operations, U.S. Coast Guard, U.S. Immigration and Customs Enforcement Homeland Security Investigations and the Harrison County Sheriff's Department.

Their search revealed two large wooden containers in the forward hold of the vessel containing contraband weighing approximately 4,500 pounds. The three subjects aboard the vessel were taken into custody and the vessel was brought to the Coast Guard station in Gulfport, Miss., for an extensive search.



Drug Smugglers Busted in New Mexico

Santa Teresa, N.M. – CBP officers working at the Santa Teresa Port of Entry commercial cargo facility seized 493 pounds of marijuana.

“This seizure was made due to the sharp vigilance of Santa Teresa CBP officers making use of an array of enforcement tools, officer experience, advanced technology and K9s to detect a deeply concealed load of narcotics,” said Charles Wright, Santa Teresa port director. “The sophistication of this concealment method shows the extent to which smugglers go to introduce contraband into the U.S.”

The seizure was made when a 1980 Kenworth tractor hauling an empty flatbed trailer entered the Santa Teresa cargo facility from Mexico. CBP officers selected the vehicle for a non-intrusive inspection exam and identified several anomalies in the appearance of the front area of the flatbed trailer. The vehicle was moved to the inspection dock where a CBP drug sniffing dog searched the trailer and alerted to the floor. CBP officers inspected the trailer and found a non-factory compartment. CBP officers removed a total of 123 bundles. The contents of the bundles tested positive for marijuana.

CBP officers at the port arrested the driver, 36-year-old Jacobo Fast Klassen, of Cuauhtémoc, Mexico. He was turned over to U.S. Immigration and Customs Enforcement special agents to face federal charges including importation of a controlled substance and possession with intent to distribute a controlled substance.



Valley Agents Seize More Than 11 Tons of Marijuana

Edinburg, Texas – CBP Border Patrol agents of the Rio Grande Valley sector seized nearly 23,000 pounds of marijuana valued at approximately \$18 million during a four-day period.

The CBP Falfurrias Station had the most significant seizures with close to 12,000 pounds of marijuana seized during several events.

In other seizures, agents assigned to the McAllen station confiscated more than 7,000 pounds of marijuana during multiple but unrelated incidents.

Several arrests were made during the seizures which totaled more than 11 tons and spanned across the Rio Grande Valley from Brownsville to Rio Grande City and north to the Falfurrias and Sarita checkpoints.

RESOURCES

NEED ANSWERS?

CBP has over 600 answers to your most frequently asked questions, as well as a few that aren't so common. Please use this page to research the information you need. If you do not find it, or have additional questions, you will then be given an opportunity to send us a question.

<https://help.cbp.gov>
or call (877) 227-5511 or (703) 526-4200

U.S. PORTS OF ENTRY

Locate a Port of Entry - Air, Land, or Sea.
www.cbp.gov/xp/cgov/toolbox/contacts/ports/

TRAVEL INFORMATION

CBP provides helpful information about the entry process, travel program and more for U.S. citizens and international visitors.

www.cbp.gov/travel

Trusted Traveler Programs

For expedited travel for air and land border crossing enroll in one of the following programs.

- Air travel – www.globalentry.gov
- Northern land border crossing – www.nexus.gc.ca
- Southern land border crossing – www.senti.gov

TRADE INFORMATION

CBP provides information and resources to the trade community about basic importing and exporting, cargo security and more.

www.cbp.gov/trade

CAREERS WITH CBP

If you are interested in a career with CBP, check out the "Careers" website for more information.

www.cbp.gov/careers

HELPFUL WEBSITES:

U.S. Department of Homeland Security – www.dhs.gov

DHS TRIP – www.dhs.gov/trip

U.S. Customs and Border Protection – www.cbp.gov

Transportation Security Administration – www.tsa.gov

DHS Social Network – www.ourborder.ning.com

Federal Emergency Management Agency – www.fema.gov

U.S. Citizenship and Immigration Services

- I-551, Permanent Resident Card ("Green Card") www.uscis.gov

U.S. Immigration and Customs Enforcement – www.ice.gov

United States Coast Guard – www.uscg.mil

U.S. State Department

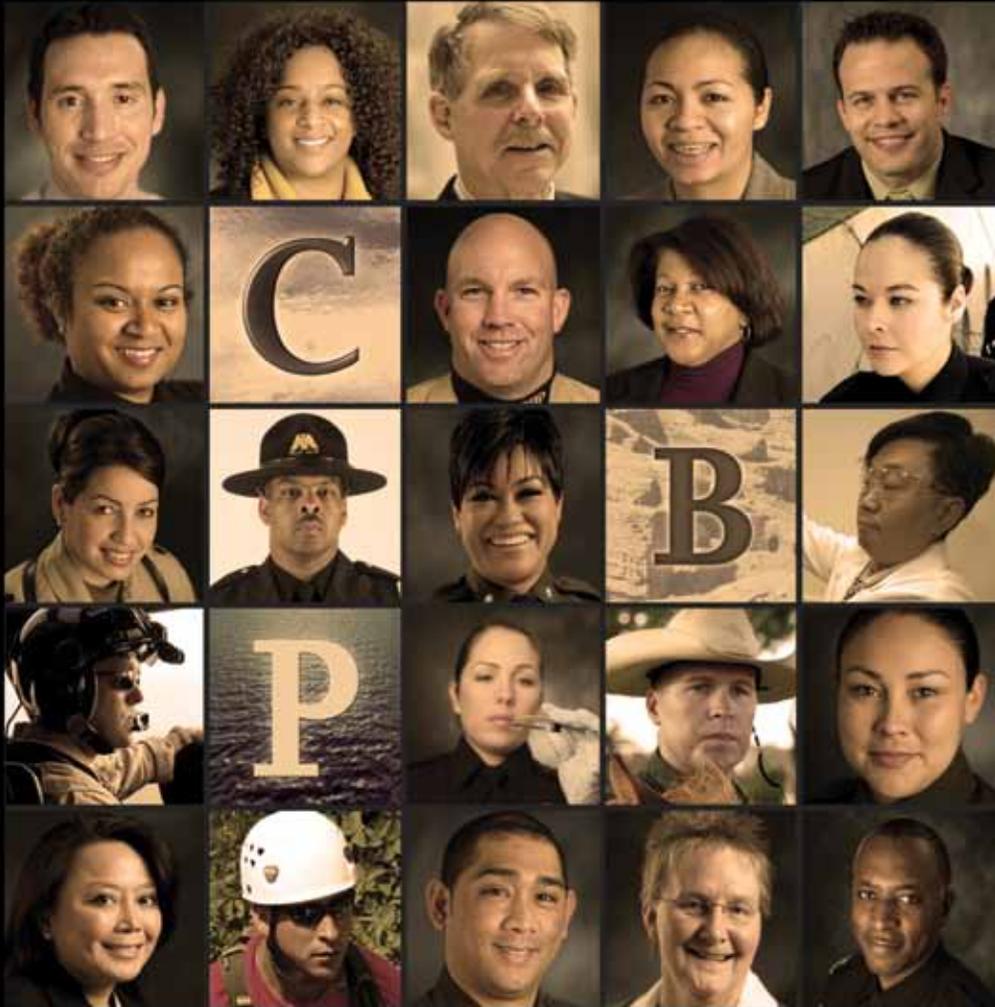
- Passports – www.travel.state.gov/passport
- Visas – www.travel.state.gov/visa
- Visa Waiver Program – www.travel.state.gov/visa
- Cultural property – www.exchanges.state.gov/culprop

United States Department of Agriculture/APHIS

- Birds – www.aphis.usda.gov/subjects/animal_health
- Plants and seeds – www.aphis.usda.gov/plant_health

Your Career on America's Frontline

U.S. CUSTOMS AND BORDER PROTECTION



U.S. Customs and
Border Protection

FIND OUT HOW YOU CAN MAKE A
DIFFERENCE AS A CBP EMPLOYEE
VISIT WWW.CBP.GOV/CAREERS.

DON'T PACK IT IF...

YOU CAN FEED IT, GROW IT, HUNT IT, OR EAT IT.

We understand why you would want to bring a taste of home with you when you travel but be aware of the regulations. Visit the U.S. Customs & Border Protection website at:

WWW.CBP.GOV/TRAVEL



CAUTION:

YOU MUST DECLARE ALL MEATS, FRUITS, VEGETABLES, PLANTS, SOIL, ANIMAL OR PLANT MATERIAL PRODUCTS TO A CBP AGRICULTURE SPECIALIST.

FOR MORE INFORMATION YOU MAY ALSO VISIT THE APHIS
PLANT PROTECTION AND QUARANTINE WEBSITE AT
WWW.APHIS.USDA.GOV.



CBP