

# **U.S. Customs and Border Protection Office of Field Operations**

## **Reimbursable Services Program** *Public Briefing*

February 2017



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# Agenda



- Why Partnerships?
- Legislation Overview
- Program Overview
- Joining the Program
- Program Benefits
- Stakeholder Feedback



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# Why Partnerships?

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- U.S. Customs and Border Protection (CBP) is frequently asked to provide new or additional services at ports of entry across the country; however, we are not always able to accommodate these requests.
- Solution: CBP's three pronged Resource Optimization Strategy for Ports of Entry
  - Business Transformation
  - Workload Staffing Model
  - **Alternative Funding Sources through Public-Private Partnerships.**
- Through Public-Private Partnerships, CBP is better able to accomplish its increasingly complex mission of ensuring border security in the face of rising volumes in travel and trade.
- The Reimbursable Services Program (RSP) is an example of public-private partnerships between CBP and any private sector and government entities.



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# Reimbursable Services Program Authorities

Section	Year	Description	Expiration
<b>560</b> Consolidated and Further Continuing Appropriations Act, 2013	2013	<ul style="list-style-type: none"> <li>Allowed CBP to enter into five total agreements (any mode) by December of 2013</li> </ul>	Authority expired in 2013 Agreements expire in 2018
<b>559</b> Consolidated Appropriations Act, 2014	2014	<ul style="list-style-type: none"> <li>Gave CBP five years to sign agreements of unlimited duration</li> <li>Limited CBP to ten* air agreements each calendar year for overtime services only</li> <li>Unlimited in sea and land</li> <li>Allows for reimbursement of support staff in the air environment**</li> </ul>	Authority expires in 2019 Agreements do not expire Supplanted by Sec. 481
<b>481</b> Homeland Security Act, 2002	2016	<ul style="list-style-type: none"> <li>Removes limitation on number of air agreements</li> <li>Allows for reimbursement of salaries and benefits of up to five CBPOs in airports that receive less than 100,000 international travelers per year</li> <li>Permits agreements at any facility where CBP provides or will provide services</li> </ul>	No expiration

\*Amended by Section 550 of the *Consolidated Appropriations Act, 2016* to increase airport limit to 10

\*\*Amended by Section 552 of the *DHS Appropriations Act, 2015* to allow for reimbursement of support staff



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# RSP - New Legislation Overview

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The *Cross-Border Trade Enhancement Act, 2016*, signed into law on December 16, 2016, amends Title IV of the *Homeland Security Act, 2002* by adding Section 481 – Fee Agreements for Certain Services at Ports of Entry.

The legislation expands the authority provided in Section 559 of the *Consolidated Appropriations Act, 2014* by:

- Making the RSP permanent;
- Removing the annual statutory limit on the number of air agreements;
- Permitting agreements at any facility in which CBP provides services or will provide services;
- Allowing small airports (<100k international passengers per year) to compensate CBP for the salaries and expenses of up to five officers; and



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# Program Overview

- The RSP provides an alternative source of funding for overtime services beyond CBP's appropriated budget and allows our partners to target where they desire CBP to provide additional services.
- Signing a Reimbursable Services Agreement does not obligate the CBP Port of Entry to provide services beyond its staffing resource capacity and CBP Port Directors maintain control over their staff.
- Signing an agreement does not obligate stakeholders to request certain levels of reimbursable services.



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# Overview: Program and Impact

- The **Reimbursable Services Program** enables partnerships between CBP and private sector or government entities, allowing CBP to provide additional inspection services upon the request of stakeholders.
- By early 2017, CBP will have expanded the Reimbursable Services Program to 52 RSAs covering 47 U.S. Ports of Entry.
- In the program's first three years of operation, CBP provided 84,000 officer overtime assignments and an additional 228,000 hours of services. These services accounted for the processing of over 5.2 million travelers and over 756,000 personal and commercial vehicles at the participating ports of entry.



52

Agreements



47

Ports of Entry



84k

Assignments



228k

Hours of Service



5.2m

Travelers

756k

Vehicles



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# Reimbursable Services Program



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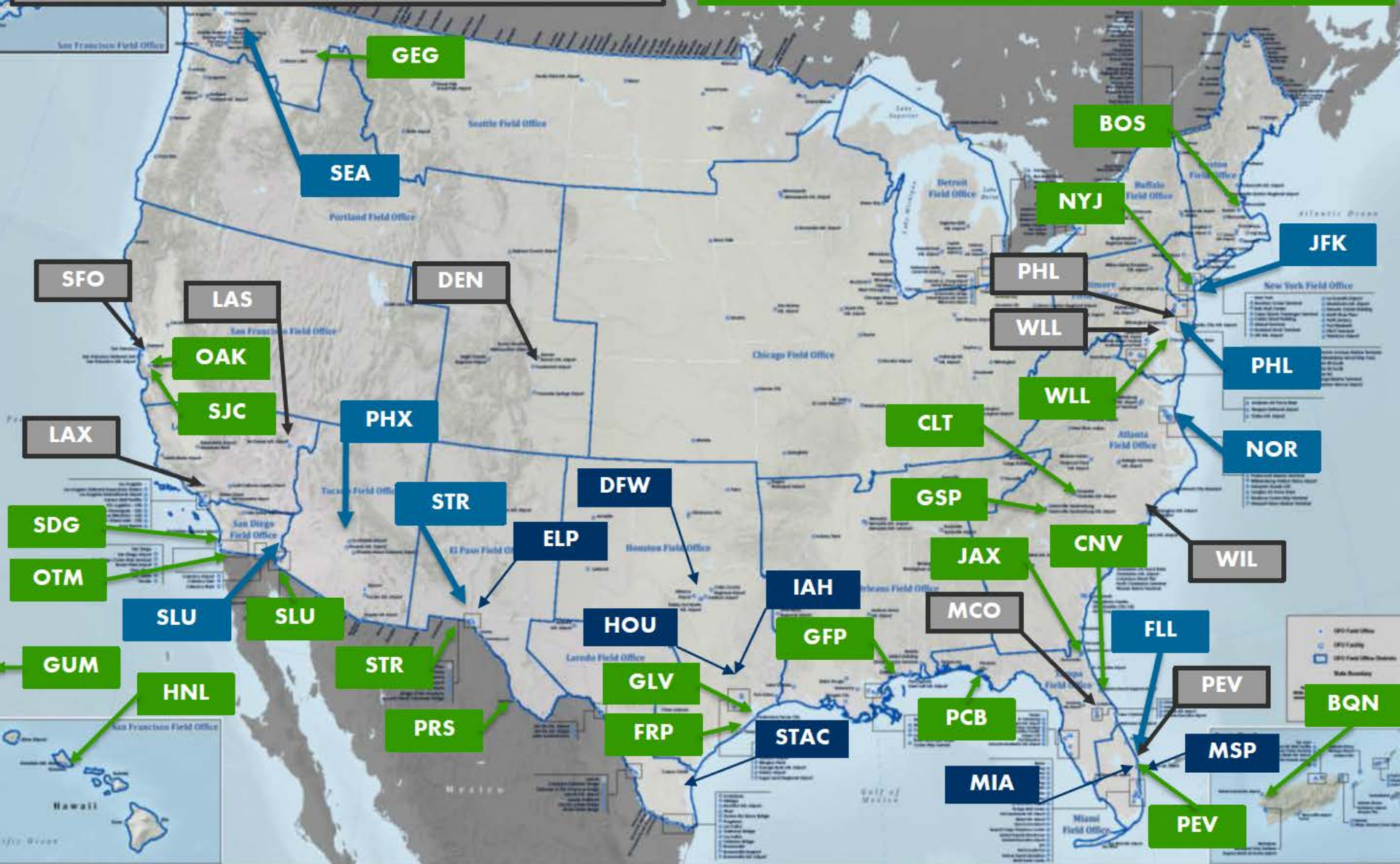
Office of Field Operations Ports of Entry

2013 RSP Locations

2014 RSP Locations

2015 RSP Locations

2016 RSP Locations



# Joining the Program

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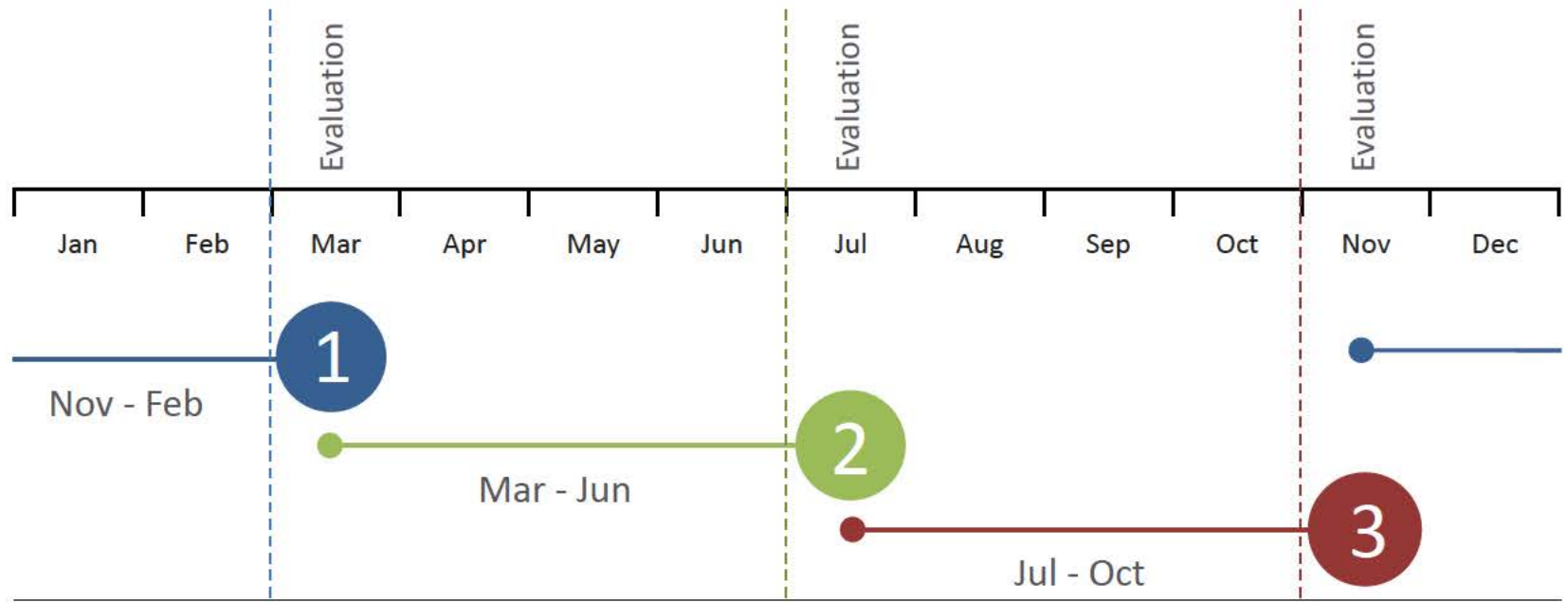
- CBP opens the application submission year-round with a triannual evaluation period, and posts detailed instructions and guidelines on [www.cbp.gov/RSP](http://www.cbp.gov/RSP).
- CBP reviews applications to select partnerships that are mutually beneficial to the requesting parties, the affected communities and CBP.
- Applications are evaluated utilizing a rigorous, multi-layered process to ensure compatibility with CBP's mission.
- Criteria include, but are not limited to:
  - Impact on current CBP operations;
  - Funding reliability;
  - Community concerns;
  - Health and safety issues;
  - Community and economic benefits; and
  - Whether the proposal can be introduced in a timely manner.
- Interested applicants are encouraged to coordinate with the affected CBP Field Office and ports of entry in developing their letters of application.



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# Triannual Evaluation



## Year-Round Open Season / Triannual Evaluation

RSP will have a year-round open season where stakeholders may apply at any time and their applications are evaluated three times per year.

1. Applications received November through February will be evaluated beginning in March
2. Applications received March through June will be evaluated beginning in July
3. Applications received July through October will be evaluated beginning in November



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# Reimbursable Service Agreement Benefits

- Stakeholders do not incur any risk or obligation by completing the Reimbursable Service Agreement with CBP.
- Stakeholders are not required to request services if they do not have the need, nor are they required to maintain any particular level of service.
- By completing a Reimbursable Service Agreement, stakeholders can request services for customs, immigration or agricultural processing to meet their needs or the needs of their customers.
- Stakeholders will not be billed unless services have been requested.



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# Stakeholder Feedback

CBP received feedback from the stakeholders of the Reimbursable Services Program.

- Stakeholders are more than satisfied with RSP and recognize the value and benefits.
- Stakeholders said that they will continue requesting services in the upcoming year.
- Stakeholders stated that the program has helped them meet their goals.

*“The RSP has been very beneficial. Both private and commercial international operations have benefited from the program.”*

*“Having access to after-hour and weekend RPM monitor through this program has enabled us to provide the level of service our customers require to keep their supply chains running”*

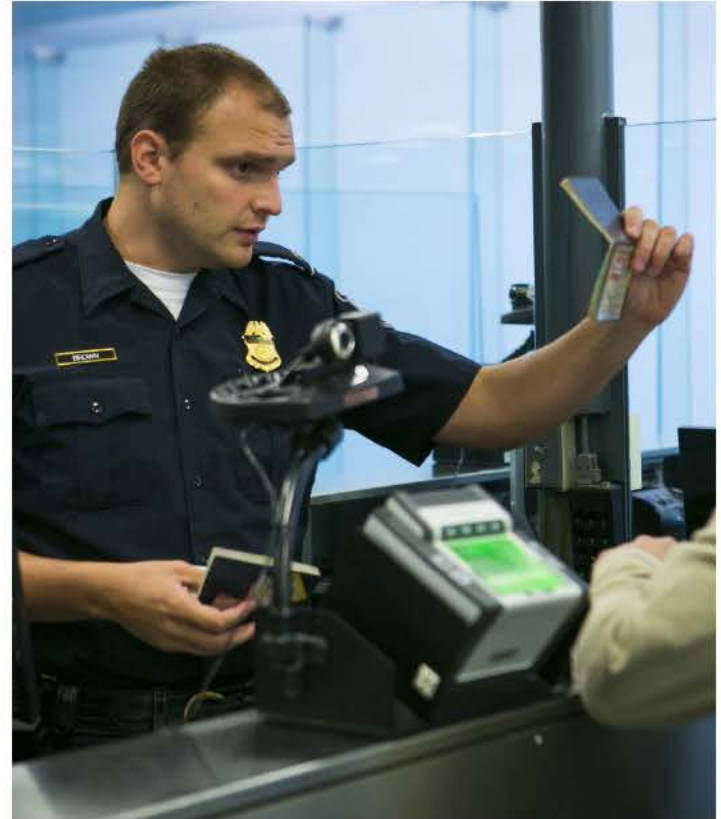
*“Travelers who had experienced wait times at the port prior to the implementation of the RSP, and who subsequently crossed during RSP times have seen and experienced an improvement in reduced wait times which is directly correlated to traveler satisfaction.”*



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# Takeaways

- Allocation of appropriated staffing not impacted by this program.
  - Legislation states that an RSA cannot unduly impact existing services.
- Enhanced services provided are above and beyond what would normally be possible.
  - Allows our partners to identify exactly where they need CBP services.
- Program selections predicated upon a rigorous evaluation process with a primary component being operational feasibility.
- Signing an RSA does not obligate stakeholders to request certain levels of services. Stakeholders will not be billed unless services have been requested.
- CBP will be continually accepting applications, with evaluations beginning every March, July, and November.



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# Additional Information on CBP Public Private Partnerships

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If you feel that your organization might benefit from a partnership with CBP, please visit [CBP.gov/RSP](https://www.cbp.gov/RSP) for more information on the program and how to apply.

Please submit applications and any questions you might have to [RSP@cbp.dhs.gov](mailto:RSP@cbp.dhs.gov).



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