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

Reimbursable Services Program
Public Briefing
Agenda

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

• 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.
<table>
<thead>
<tr>
<th>Section</th>
<th>Year</th>
<th>Description</th>
<th>Expiration</th>
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<tbody>
<tr>
<td>560</td>
<td>2013</td>
<td>• Allowed CBP to enter into five total agreements (any mode) by December of 2013</td>
<td>Authority expired in 2013</td>
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<tr>
<td>560</td>
<td>2013</td>
<td>• Agreements expire in 2018</td>
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<tr>
<td>559</td>
<td>2014</td>
<td>• Gave CBP five years to sign agreements of unlimited duration</td>
<td>Authority expires in 2019</td>
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<tr>
<td>559</td>
<td>2014</td>
<td>• Limited CBP to ten* air agreements each calendar year for overtime services only</td>
<td>Agreements do not expire</td>
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<tr>
<td>559</td>
<td>2014</td>
<td>• Unlimited in sea and land</td>
<td>Supplanted by Sec. 481</td>
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<td>559</td>
<td>2014</td>
<td>• Allows for reimbursement of support staff in the air environment**</td>
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<tr>
<td>481</td>
<td>2016</td>
<td>• Removes limitation on number of air agreements</td>
<td>No expiration</td>
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<tr>
<td>481</td>
<td>2016</td>
<td>• Allows for reimbursement of salaries and benefits of up to five CBPOs in airports that receive less than 100,000 international travelers per year</td>
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<tr>
<td>481</td>
<td>2016</td>
<td>• Permits agreements at any facility where CBP provides or will provide services</td>
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*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
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
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.
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
Joining the Program

- 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.
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
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.
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.”

“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.”

“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.”
Takeaways

- Allocation of appropriated staffing not impacted by this program.
  - Legislation states that an RSA cannot unduly impact existing services.
  - Allows our partners to identify exactly where they need CBP services.

- Enhanced services provided are above and beyond what would normally be possible.

- 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.
Additional Information on CBP Public Private Partnerships

If you feel that your organization might benefit from a partnership with CBP, please visit 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.