

User Fee Advisory Committee (UFAC)

Process Improvements Subcommittee Executive Summary

October 2016



U.S. Customs and
Border Protection



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**Report of the Work of the Process Improvements Subcommittee
Co-Chairs James D. Phillips and John Van Wallaghen**

1. Background:

On August 29, 2014, during a public meeting call of the Airport and Seaport User Fee Advisory Committee (UFAC), the UFAC announced the creation of the Process Improvements Subcommittee. The Process Improvements Subcommittee objectives and scope are consistent with the official charter of the UFAC.

2. Objectives and Scope of Activities

It is expected that, during the lifespan of this subcommittee, the focus will be on providing advice and recommendations on process improvements in CBP operations to reduce costs and improve efficiency without reducing security at ports of entry. The subcommittee has undertaken a number of activities to support the objective of the group, including:

1. Observations and detailed reviews of CBP processes and operations.
 - The subcommittee is developing proposed CBP alternative approaches with estimated outcomes in cost reduction, avoidance of future costs and improving efficiency. Included will be reduction in administrative duties currently being performed by officers allowing them to focus on the mission of facilitation and enforcement. Once the review and analysis is completed, the subcommittee will evaluate the results and communicate them to the entire UFAC for consideration and future actions.

Update:

- Since the June 1, 2016, public meeting, the Subcommittee has held three conference calls and one in-person meeting to discuss its 2016 – 2017 work plan.
- At the June 2016, public meeting, CBP provided progress reports on 13 of the 17 2015 recommendations. The subcommittee reviewed those responses and formulated clarifying questions. CBP provided responses.
- The subcommittee is providing detailed specifics of the four 2015 recommendations, not acted upon by CBP, for inclusion in its 2016 recommendations.
- Subcommittee members are submitting ideas and suggestions after which observations and detailed reviews will be undertaken. The subcommittee will continue to review and analyze CBP operations.

2. Impact of proposals on CBP

Update:

- The subcommittee will provide estimated savings and reduction in future hiring of personnel for each of the major proposals should each be implemented.

3. Next Steps:

The scope of activities include the following areas:

- Identification of further processes and operations to be reviewed.
- The subcommittee will develop alternatives and solutions to be drafted into subcommittee proposals for review by the UFAC.