

# Frontline

U.S. Customs and Border Protection ★ Vol 5, Issue 2



## Protecting America's Livestock

How CBP agriculture specialists intercept potential carriers of foreign animal diseases [page 18](#)



CBP



Border Patrol agents from Detroit and Havre, Mont., sectors search for flooded homes outside of Kindred, N.D., during flooding of the Red River.

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## ★ ON THE COVER

CBP Agriculture Specialist Leticia Hale checks to see what her partner, Tyco, detected in a traveler's carry-on bag at the San Francisco International Airport.

# CBP in Photos



photo by James Tournelotte

★ (above and right) The CBP Valor Memorial and Wreath Laying Ceremony honoring Border Patrol Agents Hector R. Clark and Eduardo Rojas Jr., and all fallen agents and officers was held in Washington, D.C. on May 16.

photo by James Tournelotte



photo by Josh Denmark

★ The U.S. Border Patrol Honor Guard Drill Team performs during the 10th Annual Honor Guard Competition.

★ CBP officers and a Border Patrol agent work together at the Calexico Port of Entry by searching automobiles and questioning drivers coming from Mexico into the U.S.



photo by Josh Denmark



photo by Kristoffer Grogan

★ An incident command team discusses the next step in re-opening the Ambassador Bridge after a bomb threat caused the bridge to close for several hours. The Ambassador Bridge is a major U.S. port of entry in Detroit, as more than 25 percent of commercial goods from Canada come through the crossing.



photo by Border Patrol Agent Michael J. Hardy

★ Members of Border Support Team-18 at the Border Patrol Tactical Unit, or BORTAC, in El Paso, Texas, where they receive advanced training techniques before deploying to Iraq.

# Record-breaking Career Ends

for San Francisco CBP Canine



Together, CBP  
Agriculture Specialist  
Canine Handler Peter  
De Souza and Duffy  
worked more than  
4,500 arriving flights.

Duffy has hung up his work vest and retired. During his nearly six years at San Francisco International Airport as a U.S. Customs and Border Protection agriculture detector dog, the 8-year-old beagle set the port record for the highest number of finds—more than 14,000— that led to the seizure of prohibited agriculture items.

Together, CBP Agriculture Specialist Canine Handler Peter De Souza and Duffy worked more than 4,500 arriving flights. Duffy sniffed more than 4 million pieces of luggage, rooting out a record number of potentially harmful animal or plant agricultural products.

One of Duffy's most surprising finds: two giant African snails. These snails can destroy a variety of plants, including food crops. The snails also may carry a parasite that can infect humans with meningitis.



★ CBP Agriculture Specialist Canine Handler Peter De Souza and Duffy on the job at San Francisco International Airport.

★ De Souza and Duffy inspect luggage at San Francisco International Airport.

“And we don’t even train the dogs to find snails,” said De Souza. Although Duffy and his fellow working canines do not train on snails, they develop a scent picture that prompted Duffy to alert his handler that there was something in the bag that he should definitely check out.

Duffy made many significant finds of Asian citrus psyllids, fruit flies and their host materials. “One time he pulled me the length of two baggage carousels—about 500 feet—because he smelled a jasmine lei in a woman’s handbag,” said De Souza. Jasmine is a pathway for psyllids, which can carry citrus greening disease.

De Souza attributes Duffy’s success to his high food drive, a common trait for beagles. The handlers reward their canine partners with a treat after every find. “Duffy wanted that treat more than anything,” said De Souza.

Duffy retired in early June and will spend his leisure years as De Souza’s pet. Agriculture detector dogs live in CBP kennels during their working years and receive ample play and socialization time. The food aromas of a home environment could be confusing to the dogs and could interfere with their work skills. Indeed, during his first days of retirement, De Souza said that Duffy would go to the garbage can and sit, the CBP canine method of alerting to a find. But in just a week, Duffy seemed to learn that he’s no longer on the job. He has learned to relax and enjoy his retirement, even passing an apple lying on the ground without giving it particular notice.

De Souza is now training with his next CBP canine partner to continue his agriculture inspections at San Francisco’s airport, hoping that the new dog will follow Duffy’s sniffing lead. ■

—Susan Holliday

## CBP Officer Begins His Career with Huge Bust

**M**arch 23, 2012, was a special day for CBP Officer Hector Alonso and one that he will surely never forget. Alonso, assigned to the Calexico port of entry, had just completed the first 13 post-academy modules and was working without a field training officer at his side for the first time.

On that Friday morning, Alonso started his shift at 8 a.m. in the vehicle secondary lot at the Calexico West port of entry. His first inspection involved a white 2001 Chevrolet Silverado pick up truck that was referred to secondary due to an alert or a possible floor compartment. As Alonso began his secondary inspection, CBP Officer Jeff Jones screened the vehicle with his detector dog, Trigger, and received an alert to the hood area of the vehicle.

Alonso conducted an intensive inspection of the engine area and discovered that the radiator had been modified with a non-factory compartment. Inside the compartment were six wrapped packages of heroin totaling 15 pounds with a street value of approximately \$345,000.

Alonso said when he discovered the packages, he experienced an “adrenaline rush” and couldn’t believe what he had just found. “I felt a sense of pride and achievement in contributing to our enforcement mission,” said Alonso.

Field Training Officer Rigoberto Ramos was nearby when Alonso discovered the heroin load and observed him place the driver under

arrest and process the entire seizure. “Officer Alonso used his training while maintaining a proper enforcement mindset throughout the inspection,” said Ramos.

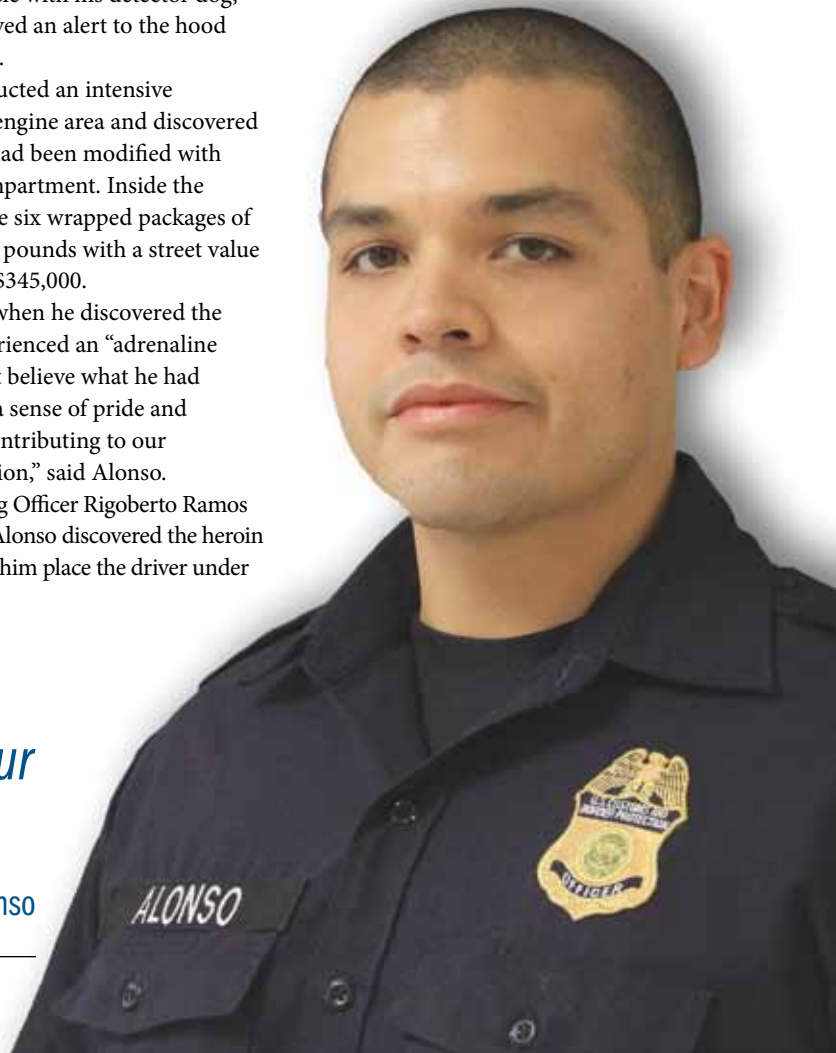
Port Director Billy Whitford said, “I continue to be impressed with our new officers coming out of the academy. These recent graduates are joining our ranks as highly skilled and motivated employees.”

Alonso is 24 years old and a native of the Imperial Valley, Calif. He came onboard with CBP in August 2011 and graduated from the Field Operations Academy in January. ■

—John Campos

*‘I felt a sense of pride and achievement in contributing to our enforcement mission.’*

—Hector Alonso



# New Facility to House all 3 CBP Law Enforcement Components

CBP recently held a ribbon cutting ceremony for the grand opening of the new Sandusky Bay Station, located in Port Clinton, Ohio. This state-of-the-art facility makes CBP history as the first building to bring all three CBP components—Office of Border Patrol, Office of Field Operations and Office of Air and Marine—together under one roof.

U.S. Congresswoman Marcy Kaptur (D-Ohio) hailed the event as a “very historic moment” and praised the “magnificent facility.”

“This idea of co-locating has morphed from a best practice to a necessity,” said Randy Gallegos, chief patrol agent for Detroit Sector Border Patrol. “In a time of fiscal constraint and austerity, this is the way to go.”

John Beutlich, northern border director of CBP Air and Marine Operations said,

“I have no doubt that this facility will be a template for others to emulate.”

“This station will enhance CBP’s ability to work collaboratively and effectively in Northern Ohio,” said Steven Artino, acting director of CBP Field Operations in Chicago. “And most importantly, this means more efficient border security for the nation.”

One building will reduce redundancies for construction and maintenance while providing shared spaces for all components to work collaboratively.

CBP Assistant Commissioner for the Office of Administration Eugene Schied and partner federal, state and local law enforcement agencies and congressional and community leaders were present for the ribbon cutting ceremony and tour of the new integrated facility.

The creation of CBP within the Department of Homeland Security in 2003 brought three components together under one national security umbrella. Now, CBP brings 95 Border Patrol, Field Operations and Air and Marine agents and officers together under one roof in this new Sandusky Bay Station to enhance security for Northern Ohio and for the nation. ■

—Brian Bell

## Sandusky Bay Station

- Parking garage for 58 government vehicles;
- Inside boat storage for two government vessels;
- Office space for approximately 95 agents and officers;
- Detention facilities;
- Meeting rooms for public and CBP events;
- Fitness and locker rooms;
- Canine facilities; and
- Space for CBP government and public functions.

★ CBP Assistant Commissioner for the Office of Administration Eugene Schied, Northern Border Director of Air and Marine Operations John Beutlich, Chief Border Patrol Agent, Detroit Sector Chief Border Patrol Agent Randy Gallegos and Acting Director of Chicago Field Operations Steven Artino cut the ribbon at the new Sandusky Bay Station.



photo by Brian Bell



# TAKE THE MEMORIES, **LEAVE THE REST**

We understand why you would want to bring a bit of Mexico home with you, but be aware of the regulations.

**So take memories of Mexico home with you – not restricted items!**



**PROHIBITED:**

**MEATS, FRUITS, VEGETABLES, PLANTS, SOIL OR ANIMAL  
OR PLANT MATERIAL PRODUCTS**



**CBP**

For more information visit the CBP website at [www.cbp.gov](http://www.cbp.gov) or the  
APHIS Plant Protection and Quarantine website at [www.aphis.usda.gov](http://www.aphis.usda.gov)

# Trust, *but* Verify

*How CBP textile teams protect America's jobs and economy*

STORY AND PHOTOS BY MARCY MASON

It's a cool, cloudy day in mid-April and one of the U.S. Customs and Border Protection textile production verification teams is assembling in Guatemala City. The team is one of nearly a dozen that will be sent out this year to countries receiving preferential trade or duty-free treatment on textile and apparel goods exported to the U.S.

Their assignment is no small task. As a core element of CBP's enforcement efforts to protect the U.S. domestic textile industry, the team will be visiting textile and apparel factories in Guatemala to look for trade violations and circumvention of U.S. law. The team's work is critical to preserving American jobs and promoting the growth of the U.S. economy.

Like most of the teams, this one is comprised of two CBP textile specialists and a Homeland Security Investigations, HSI, special agent from U.S. Immigration and Customs Enforcement. Heading the team is Kelli Thompson, a senior import specialist based at Miami International Airport. Diane

Liberta, an international trade specialist who works in CBP's textile operations branch in Washington, D.C., will assist as her shadow. Christopher Armstrong, an HSI special agent who is part of the agency's Border Enforcement Security Taskforce that investigates seaport-related smuggling and contraband, is from Seattle. This is the first time the three have met.

A fourth member joins the team for only a few days of the two-week visit. John Leonard is the director of CBP's textile/apparel policy and programs division in Washington, D.C. Leonard, who is new in his position, was most recently CBP's area port director in San Francisco. This will be his

★ The U.S. is the third largest exporter of textile products in the world with \$17 billion in exports. The export of U.S. yarns and fabric grew by 14 percent last year.



★ John Leonard, director of CBP's textile/apparel policy and programs division, right, and members of the textile production verification team tour a factory in Guatemala to determine if the facility is capable of producing goods that have claimed duty-free preference.

first meeting with government officials from Guatemala's Ministry of Economy Executive Quota Office, the agency that regulates the country's textile and apparel imports and exports. The office also is the coordinating body for Guatemala's participation in the U.S.-Dominican Republic-Central America Free Trade Agreement, known as CAFTA.

CAFTA is the most complex free trade agreement for textiles, with seven partner countries including the U.S. and six Central American nations—Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica, and the Dominican Republic. A third of the imported textile goods that enter the U.S. claim duty-free preference under CAFTA, which increases the region's potential risk for illegal transshipment, fraud, or other forms of noncompliance.

"Trade agreements are ripe for misuse because of their complexity," said Leonard. "They present an importer with an opportunity to substantially reduce his or her duty obligation by simply claiming the goods are coming from a certain country when, in fact, they're really not. In some instances, the fabric or goods are being produced by a third country that isn't one of the partner nations.

"The team visits are a critical piece of our enforcement strategy," said Leonard. "We're

*'Trade agreements are ripe for misuse because of their complexity...The team visits are a critical piece of our enforcement strategy.'*

—John Leonard, director of CBP's textile/apparel policy and programs division

getting out from behind our desks and going right to the source of manufacturing to see firsthand what is happening, and there's no substitute for that."

And the results are sizable. During fiscal years 2010 and 2011, \$1.7 million in revenue was recouped based on the textile teams' findings. That money, like all duties, was deposited into the U.S. Treasury's general fund, which is used to pay for core functions of the U.S. government.

### **A learning process**

The team's first order of business is meeting with their counterparts from the Guatemalan Executive Quota Office. "We invite members of the foreign government to

go along with our textile teams," said Leonard. "If we do find a problem, they're right there with us when the problem is uncovered. In the course of a day, we learn about their process and they learn about ours."

At the opening meeting, the team shares a list of factories it wants to visit. The visits are unannounced and information is kept tight. "We don't tell the foreign governments in advance where we plan to go," said Leonard. "It's for obvious reasons. If the manufacturers and producers in the region know we're coming, word gets around and the factories can say they're closed so we can't interview them. Or they can doctor their records and make other adjustments that make them look compliant when they're not."



★ Members of the CBP textile team, from left, Diane Liberta, Kelli Thompson and Christopher Armstrong, inspect a T-shirt to determine if it qualifies for duty-free treatment.

Before arriving at the factory, Thompson, the team lead, instructs her colleagues on how they will proceed. She has gained valuable knowledge from a previous trip she took last May in Kenya. “We’re first going to present them with an entry and we’re going to verify that entry by requiring them to give us records,” she said.

An entry is a document for goods that are shipped into the U.S. The team will be looking to verify compliance for one good that was produced at each factory. To qualify for duty-free treatment, the goods need to meet CAFTA requirements, which means that the yarn, thread, fabric, and other materials used to create the garment must originate from the U.S. or one of the other partner CAFTA countries.

“Then we’ll interview them,” said Thompson. “After that, we’ll do a factory tour to make sure they’re able to produce what they say they can produce, that they actually have the capacity.”

The team is now waiting outside the first of the nearly 30 factories they plan to visit. The gates are closed and the factory, which is shielded by towering walls, is heavily guarded by armed security. The team’s Guatemalan counterparts are on the phone requesting entrance into the facility. The factory primarily manufactures T-shirts

and jerseys for NBA, NFL and college sports teams; however, the textile team is interested in substantiating a CAFTA claim on a shipment of well-known brand T-shirts.

### Getting answers

Thompson explains that the factory was flagged because of record-keeping issues. “There were discrepancies in the paperwork that was submitted to CBP. It wasn’t clear who produced the yarn or thread in the garments,” she said.

At last, the team is given a green light to enter the facility. Eventually, the factory owner, a Korean man, meets with the team. He is surprised and communicates with difficulty in broken Spanish with the Guatemalan government officials, who serve as translators for the team.

The team proceeds with a long list of questions. They gather information about the factory’s history, the type of goods that are produced, production quantities, the number of employees, how long the factory has been operating, its biggest customers, and if the factory has intellectual property rights authorization. They also meticulously check production records, tracing when the fabric arrived, when it was cut, when production began, etc. “We look at the timeline to see if it makes sense,” explained Liberta. “Because you

can’t cut fabric before you receive it. The same is true about sewing. The cut dates should start before sewing begins.”

The factory owner explains that he has no records onsite. He says he received the contract to produce the T-shirts from another manufacturer. But there is no record of when the factory received the fabric or other raw materials.

During the factory tour, the team is observing. They count the number of sewing machines, production lines and employees to determine if the factory is capable of producing the goods. They also look for signs of transshipment and other types of fraud. “We want to know if they have an inventory system in place so that fabric from China isn’t used to make shirts that come into the U.S. claiming duty-free treatment,” said Liberta.

After spending nearly four hours at the factory, the team is ready to leave. Their findings are inconclusive. They will begin writing their report that evening, but already their suspicions are aroused. “We’re not sure that the T-shirts were actually produced at this factory,” said Thompson. “The lack of documentation and bad record keeping are questionable signs.”

The textile production verification team visits began in 1991 when there were quotas on apparel. At that time, there were limits on the amount of goods that could be shipped into the U.S. from various countries such as China. “Initially, our teams would go to countries where illegal transshipment of Chinese goods was suspected,” said Nancy Mondich, an import specialist in CBP’s textile operations branch. “The teams would check to see if facilities had the capability to produce the volume of merchandise that was coming in. That’s when we would find out that a particular factory didn’t actually exist or that it didn’t produce those goods.”

In one instance, a team found that a factory in Indonesia was making bottle caps. Another factory in South Africa turned out to be a casket store. There was also a team in Johannesburg that discovered the factory was actually an open field. “There was an address, but it was just an open field. The street was nonexistent,” said Neda Baric, who at the time was an import specialist on the textile team at Los Angeles International

Airport. “Unless a team went to verify the factory’s existence, it really would have been impossible for us to definitively state that there was no factory there.”

As quotas for textiles and apparel were eliminated in 2005, and competitive safeguard restrictions were lifted against China in 2008, the textile teams shifted their focus to enforcing free trade agreements and trade preference programs. The free trade agreements provide market access opportunities for U.S. exports and the trade preference programs are legislated by the U.S. Congress to assist the economies of developing nations. Today, the textile teams are primarily concerned with ensuring that the benefits of the trade agreements and preference programs are only given to the participating countries.

“The reason that preferential treatment for clothing is so important is that the duty rates on clothing are the highest duty rates in the tariff schedule,” said Natalie Hanson, an international trade specialist in CBP’s textile policy branch. “Typically, the average duty rate collected on imported garments is 17 percent, but manmade fiber garments can be as high as 32 percent. This is significantly higher than non-textile goods such as pharmaceuticals, automobiles or agriculture and technology products, which average less than 2 percent.”

### Protecting U.S. workers

The textile teams are highly valued. “These teams are the frontline of the effort to ensure that textile rules in free trade agreements are being followed, so they are very, very important,” said Cass Johnson, president of the National Council of Textile Organizations, the largest domestic textile association in the U.S. “The United States is the third largest exporter of textile products in the world with \$17 billion in exports. Our companies would not be in business if these rules were not enforced. There are tens of thousands of jobs—direct jobs in the United States and many, many more indirect jobs—that depend on CBP to be a strong enforcer of these rules.”

The majority of U.S. textile exports are sent to free trade agreement partner countries, specifically those participating in CAFTA and the North American Free Trade Agreement, NAFTA. “These are the biggest export markets for our textile products,”



★ Textile workers sew T-shirts for a major American retailer at one of the largest apparel factories in Guatemala.



★ A textile worker affixes NBA hang tags to New York Knicks basketball jerseys headed to the U.S.

said Johnson. “We send \$4 billion worth of textile products a year to Mexico, \$3.3 billion to Canada and \$3.5 billion to the CAFTA countries. The free trade areas of the Western Hemisphere represent about two-thirds of our total exports.”

The textile teams are integrally linked to the growth of exports and jobs too. “Our export of yarns and fabric grew by 14 percent last year,” said Kim Glas, the deputy assistant secretary of textiles and apparel for the Department of Commerce. Glas chairs the Committee for the Implementation of Textile Agreements, or CITA, the governing body responsible for negotiating and implementing textile provisions in free trade agreements and trade preference programs. “If these teams aren’t there to ensure that there’s compliance with an agreement and that any problems are addressed, exports are going to be affected. If those exports are affected, then the jobs are affected.”

According to Johnson, the U.S.

domestic textile sector employs about 500,000. “We’re a growing industry. We added 4,000 jobs last year and opened four new textile plants including a \$500 million textile fiber facility in South Carolina,” he said. American companies also have made investments in the partner countries. “Some of our members have built plants in Central America, Mexico, and the Andean region,” said Johnson. “We estimate that nearly 2 million textile and apparel jobs are supported by the free trade agreements in the Western Hemisphere and that includes the United States.”

The team visits also serve as a powerful deterrent. “It sends a message not only to the factories, but to the importing community as well,” said Johnson. “They’re aware that CBP is watching and going to take action if the teams find fraud.”

In Guatemala, the textile team has just arrived at another factory. Thompson explains that this factory was targeted because it was suspected of making false duty-free claims.

The factory manager is straightforward. He tells the team that the factory does not manufacture any goods exempt from duty. He says he sent a letter to the importer specifying this. When Thompson shows him the shipment’s invoice, he tells the team that this is not his invoice and that he has no control over the paperwork his customers give to the port.

“A lot of times brokers or importers in the United States see something from this region and automatically claim the shipment as duty free without abiding by the regulations,” said Thompson.

The factory will not be held accountable. “The importer is ultimately responsible for the shipment,” explained Liberta. “Even if the broker made the mistake, the importer is still responsible for paying the duty.”

Armstrong, the HSI special agent, is troubled by the different invoices. “There is no reason why an importer shouldn’t give the manufacturer’s original invoice to customs. It reflects the actual shipment,” he said. “When we see double invoicing, it’s an indication of possible fraud.”

At this point, the team tours the facility. Even though the manager has told the team that the factory does not make any duty-free claims, it is still necessary to inspect the premises. The factory is housed in a small, old building with two floors. Upstairs the team finds piles of plastic bags filled with ladies’ blouses and other inventory haphazardly strewn on the floor. It doesn’t take long before Thompson uncovers something suspicious. She finds a blouse with a label that says, “Made in USA.”

She then discovers two identical blouses in different colors—magenta and mint green—with tags that identify one as being made in the U.S. and the other in Guatemala. She asks Armstrong to take photos to document their find. “We’re concerned about transshipment,” she said, “and that these labels were just sewn into the garments.”

Armstrong notes that this is one of the reasons an HSI agent is part of the team. “If there is an investigation related to any of the factories or importers, having an agent

here to document, photograph and talk to people will significantly enhance possible prosecution,” he said.

For now, the factory will be targeted. All of its future shipments will be scrutinized by the ports. “When we get back to the states, we’ll take a closer look at the broker and importer,” said Liberta. “They should not be making duty-free claims with this factory, and we will be going after them for the lost revenue.”

The textile team process begins each August when countries are selected for the team visits. CBP’s textile targeting unit in New York prepares a country risk assessment, a data-driven report that identifies high-risk countries for noncompliance and textile fraud. Thirteen analysts from the targeting unit review every country that imports textiles into the U.S. Based on a number of factors including data, current events, input from the ports, enforcement actions and congressional interest, a complete analysis on each of the countries is done. Last year the unit reviewed 81 countries.

The targeting unit presents its findings to a textile working group in Washington, D.C., comprised of textile-related experts from various offices within CBP and a representative from HSI. From this meeting, the final selections of which countries will be visited for the following year are made.

To some extent the decisions are predetermined. “We can only visit the countries with which we have either a free trade agreement or a legislative trade program,” said Jackie Sprungle, CBP’s textile policy branch chief. “The visits have been negotiated into the terms of the agreements.” There are other stipulations too. For example, as part of one of the preference programs, the African Growth Opportunity Act, or AGOA, the teams are required by Congress to visit four of the participating African countries each year.

The group also looks at factors like trade volume. “We take into account how much trade comes from these different areas,” said Sprungle. “Nearly 36 percent of the imported textile goods during fiscal year 2011 claimed duty preference under CAFTA. We’re going to look harder at those CAFTA claims because the volume that’s coming into the U.S. is bigger, so it’s a bigger risk for us.” Pattern changes also are noted. “We look

to see if there are a lot of new importers, new manufacturers, and one-to-one relationships because if a factory only sends goods to one importer, that could be an indicator of a problem,” explained Sprungle.

Typically, the textile teams visit nine to 12 countries each year. For the high-risk countries the teams don’t visit, CBP has other remedies. “The textile production verification teams are one of our strongest tools,” said Salvatore Ingrassia, the lead international trade specialist at CBP’s textile targeting unit in New York. “If we can use them, it’s great, but if we can’t, we don’t just ignore a high-risk country. There are other actions that we take such as audits and special operations where we send information out to the field and identify shipments we want reviewed by import specialists.”

### Knowing the territory

The teams are staffed by approximately 30 CBP import specialists and international trade specialists from throughout the country. Five of the team members are from headquarters. An HSI special agent is also part of the team. All have had specialized training from CBP’s textile policy branch. “It’s important to have people on our teams who know the agreements, know what to ask for, know when to ask about anomalies,

and know how to conduct themselves with foreign counterparts who may be on a ministry level,” said Sprungle.

Sixty days before each trip analysts at the textile targeting unit in New York select potential factories for the teams to visit. “When we compile the list of factories that the teams will visit, we target only the ones we feel are questionable,” said Leonard. As a result, the percentage of noncompliance and fraud that the teams find is high. During fiscal year 2011, nearly 30 percent of the factories the teams visited were found to be fraudulent or noncompliant.

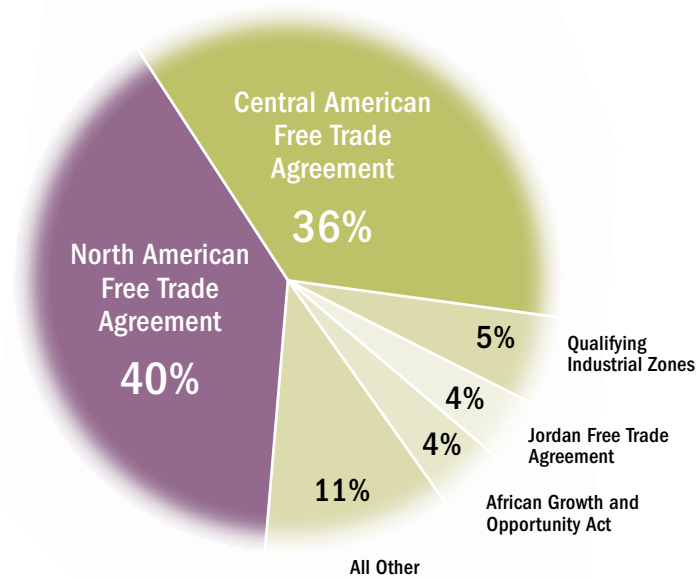
Although 12 team visits are planned for each year, sometimes political situations arise and the schedule is altered. For example, in 2009, trips to Madagascar and Honduras were cancelled because of political coups. The visits are also kept hush-hush. The foreign countries generally aren’t advised until less than a month before the teams arrive.

On average, the teams visit three to four factories a day during a two-week period. Factory visits take between three and four hours and then there is the hustle to get to the next factory, fighting through traffic or driving long distances in remote areas. The days are long and during the evenings the teams write their reports. “We encourage the teams to do



★ Diane Liberta, one of the members of the CBP textile team, observes a factory's inspection process.

## Textile Trade Preference Claims for Fiscal Year 2011



A third of the imported textile goods that enter the U.S. claim duty-free preference under CAFTA.

the reports that night because after awhile everything starts merging,” said Sprungle.

After the teams return, their reports must be completed within 45 days. The information is given to several sources that generate results. This includes the ports, which can then watch for shipments from the various factories and take appropriate action such as seize goods, issue financial penalties, or deny access into the U.S. “The information is put into CBP’s automated targeting system and then anytime CBP sees a suspicious shipment—ping! The shipment is going to be flagged for review,” said Leonard.

The information is also given to the participating countries and to CITA, the Committee for the Implementation of Textile Agreements, comprised of members from the Departments of Commerce, State, Treasury, Labor, and the Office of the U.S. Trade Representative. “CITA may have discussions with a foreign government based on the information received from the team visits,” said Glas. “In many instances, these foreign governments have already initiated their own actions because they’re participating in the visits. They don’t want to see violators continue,

and they will often have already reported to us that they have shut down a factory or withdrawn its right to export”

### Economic impact

During fiscal year 2011, CBP processed \$2.3 trillion in imports and collected \$29.8 billion in duties. The lion’s share of the money collected from the duties came from imported textiles. Last year, textile imports generated 42 percent or \$12.6 billion in revenue for the U.S. Nearly \$20 billion worth of goods claimed duty-free treatment.

“The impact that textiles have on the U.S. economy is so significant that CBP has designated it as one of the agency’s priority trade issues,” said Allen Gina, the assistant commissioner of CBP’s Office of International Trade. “The contributions made by the textile production verification teams have been critically important to the success of the agency’s mission and we’re now looking at how we can use this program as a model for other initiatives that we’re doing.”

The textile team in Guatemala is ending its day. The team has visited three factories and is waiting patiently at the gates of its fourth destination, which is secured like a fortress. From the entry paperwork, Thompson believes this factory is closed. The team is tired and anxious to get inside.

After much deliberation, the armed guards at the gate allow the team’s vehicle to enter. Much to everyone’s surprise, behind the gates is a massive compound. When the team finally arrives at the correct building address, it becomes apparent that the factory is far from closed. The team learns that the factory has changed its name and instead of one factory, there are three sister factories on the premises.

The team is greeted by the factory manager and his boss, who are both Korean, but speak fairly good English. The team is ushered into a sophisticated showroom, where there is signage indicating the factories’ prominent clientele. This is where goods for many of the major American retailers are produced.

The manager tells the team that last year for tax reasons the company changed its name. The team watches a short video about the company while the manager’s staff collects the information requested by the team. The team discovers that this company is the largest employer in Guatemala, providing the country with 6,200 jobs.

When the manager returns with the factory’s records, the team sees that they are meticulous. They learn that 97 percent of what the factory produces is T-shirts. They also find out that 98 percent of what the new factory manufactures is exported to the U.S. The factory uses yarns from North Carolina, and only 30 percent of the goods produced make duty-free CAFTA claims.

The team’s tour of the factory is equally as impressive. The equipment at the facility is all state of the art and the inventory controls are exacting. The largest of the three plants has 60 production lines, 850 workers, and 434 sewing machines. The expanse of the facility is so huge, it’s mind numbing.

“This is a perfect example of what is so important about these textile team visits,” said Thompson. “When we did our targeting, we saw something suspicious that raised a red flag. But not until we looked deeper and came here to see this for ourselves could we have imagined the sheer magnitude of this operation.” ■



# THE PEOPLE

*CBP's Workforce Management Group*

## BEHIND THE NUMBERS

BY STEVEN MURPHY

In a typical morning, CBP Workforce Management Group Human Capital Operations Supervisor Mike Chambers arrives to an overflowing inbox, coupled with the constant ring of his telephone. “Here we go,” he says with a smile, sliding into his chair and answering the phone in one motion. “Here we go.”



★ Members of the Planning and Analysis Team, from left, Ben Hurwitz, Jarett Cooke, Antonio Baker, Renita Chappell.

At the same time, Acquisitions Manager Luis Warner is poring over building schematics searching for answers: How much space do we have? What are the customer requirements? What are the financial and lease considerations?

Next door, Planning and Analysis Supervisor Jarett Cooke is analyzing numbers—lots of numbers. “It’s not just numbers, it’s the people behind the numbers and the trends they reveal that are important,” he notes, as he flips through data charts.

Another day inside the Workforce Management Group, or WMG, has begun. Behind the position announcements, the data



★ Health and Fitness Specialist Craig Kenner in one of the fitness centers.

trends, the training and development programs, and anything else that supports CBP's Office of Information and Technology, are the people of WMG. Known as the "people behind the people" of CBP's Office of Information and Technology, which CBP calls OIT, they engage each day in a harmonic dance of give and take to best fulfill the needs of their customers.

Leading these efforts is WMG Director Rebecca Canoyer. With more than 28 years in the federal workplace, Canoyer helped build a team to successfully manage CBP's growth.

"Over the past two years, OIT has grown dramatically," said Canoyer. "Our team was developed to manage the growth and support our customer."

### In his mind's eye

Antonio Baker is not your typical database architect. He was born with a significant vision deficit that others might not have been able to overcome, but Baker thrives.

Baker started working with databases by accepting a colleague's casual invitation. "I enjoy the complexity of developing databases," he said. "The process of querying and returning data has always intrigued me.

In my mind, it's a bit of an art form. Getting the right data to our customer in a timely and efficient manner helps everyone work more effectively."

Baker can deal with 100 million documents spread across 50 servers or hundreds of files spread across one virtual server that can host multiple applications. "I want to be invisible to the user," said Baker. "The process should be seamless. If the user is unaware of the process, it means I am doing my job correctly."

"Everything I do starts and ends with the customer," he added.

### 'There's a rhythm to it'

Most CBP employees might not equate their job to music, but Acquisition Manager Luis Warner makes an apt comparison. "It's like a symphony," explained the former Marine, "a blended group of people, put together to complete a song. Each person working at a different rhythm entering and exiting the process at various times, but at the conclusion it comes together, just like music."

This symphony is the Acquisitions Team at WMG. The team works to identify and acquire new buildings or expand existing

facilities to meet customer needs. These efforts can take up to 24 months and happen in stages: working with customers to define requirements and analyze finances; assisting with construction plan and document development; serving from the onset of the build-out process; meeting requirements and ensuring that the space design meets customer needs. The process has many fits and starts and requires patience and persistence.

"There's a rhythm to it," said Warner, "which helps when you are managing up to five projects simultaneously. Finish one song and move to the next."

### Calm confidence

Once the Acquisitions Team's role is complete, the process moves into the capable hands of the Building Operations and Management Team and its supervisor, Barbara Hess. This former Navy lieutenant commander exudes calm confidence, which is important when your team handles building operations for more than 4,000 people. Managing surprising last-minute moves and the occasional cubicle squatter necessitated Hess to streamline the building management process by assigning a manager to each building. Now each move is tracked and monitored, every employee is accounted for and all their needs are identified and met quickly. Building managers handle each building's physical operation and provide a primary contact, reducing the time between finding and resolving a problem.

Hess, an avid swimmer, applies some of the discipline that her sport requires to managing such a large operation, touching, at some level, every one of her customers. "We understand the importance of our customers' physical environment," she said.

### 'I truly love what I do'

Health and Fitness Specialist Craig Kenner is smiling. "I truly love what I do," he said, his smile widening. "Every day I get to help my customers feel better and in turn, hopefully help create a more positive experience in their workday. Who wouldn't love doing that?"

While supporting CBP technology operations is a mission that requires a sometimes frenetic pace, it is within this environment that Kenner flourishes. A father of two and a health enthusiast for more than a decade, he oversees OIT health and fitness

activities. Kenner is all about developing and maintaining an environment that fosters physical and spiritual well-being, from health screenings to personal and group fitness programs to sometimes “just listening and providing positive feedback,” he said.

Kenner draws his upbeat energy from his small-town roots and the lessons handed down from his parents. “They taught me to always have a positive attitude and I try to convey that attitude to my own customers,” he said.

### It's the people

The day is winding down. Jarett Cooke has identified some interesting data trends revolving around federalization efforts. Luis Warner is reviewing customer requirements and building schematics. Mike Chambers has fielded innumerable requests, questions and concerns. “In the end, everything we do—training, analysis, building management, security and health and wellness, it always comes back to our customer, the people of OIT,” Chambers says, pushing himself away from his computer.

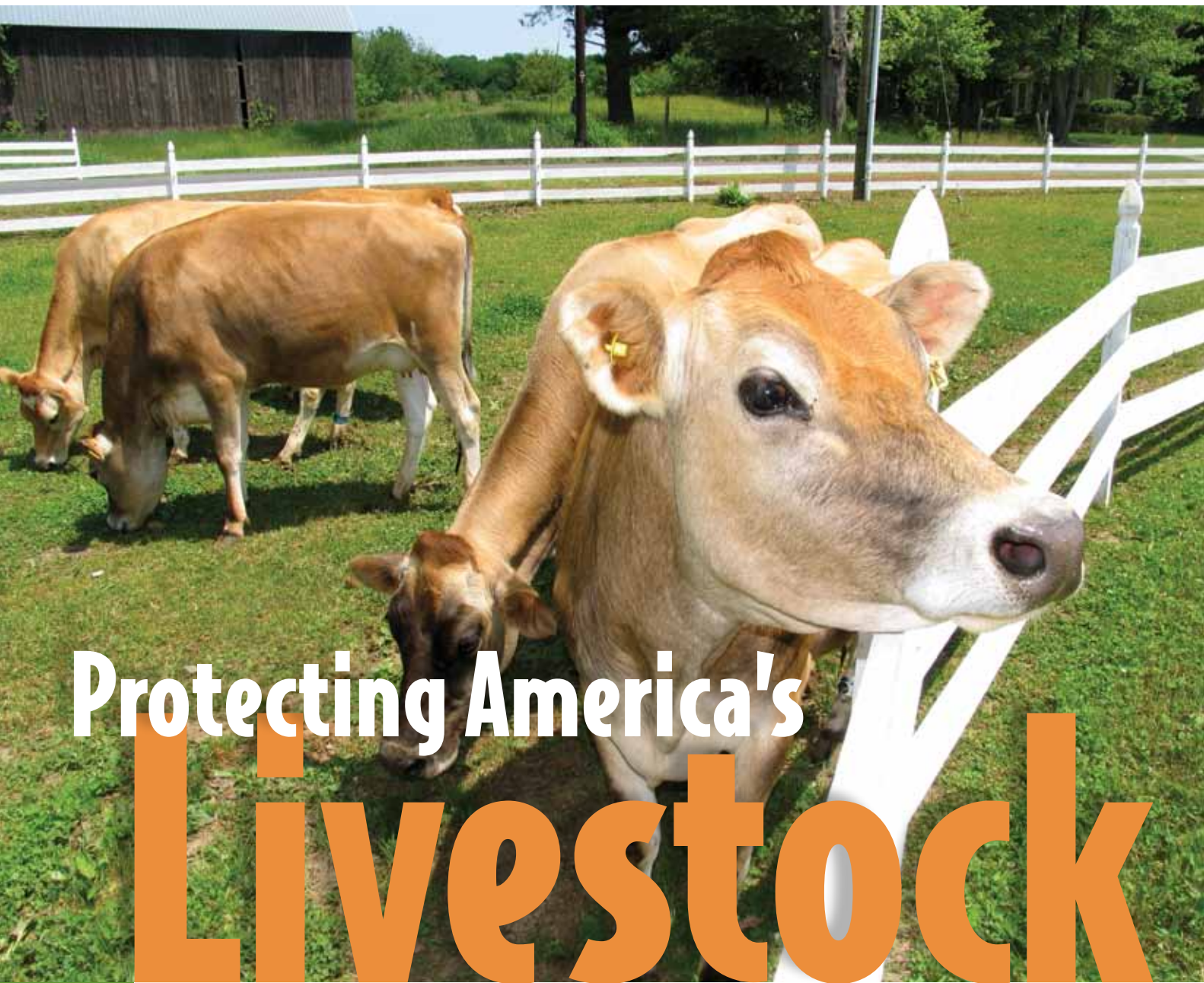
He signs off of his computer and begins to gather his belongings. His phone rings and at the same time Jarett walks into his office holding a stack of reports. Chambers smiles again and says, “Here we go.” ■

*‘Our team was developed  
to **manage the growth and  
support our customer.**’*

—Workforce Management Group Director  
Rebecca Canoyer



★ Database Architect Antonio Baker looks over Visio diagrams for a new database design.



# Protecting America's Livestock



*How CBP agriculture specialists intercept potential carriers of foreign animal diseases*

BY KATHLEEN FRANKLIN

★ CBP agriculture specialists often use specially trained detector dogs to sniff out prohibited animal products to prevent the entry of foreign animal diseases.

**A**merica's farms have been the subject of countless stories, poems, and songs, and the food they produce fuels the nation's economy as well as its inhabitants. Despite increasing urbanization, there are more than two million farms in the U.S., ranging from small family operations to sprawling "agribusinesses" large enough to boast their own ZIP codes. More than half of U.S. farms count livestock as their major business.

But what would happen to our nation's economy and our food supply—and our food prices—if U.S. livestock were exposed to deadly animal diseases brought in from foreign countries? And what would happen to our wildlife—birds, deer, buffalo, and other creatures—that are also vitally important to our nation's ecosystems and tourism?

Animals—like humans—are susceptible to certain diseases. Some of these foreign animal diseases are so contagious that the impact on our food supply and our economy could be devastating.

"Agriculture is the largest industry and employing sector in the U.S. with more than \$1 trillion in economic activity annually," noted Kevin C. Harriger, executive director of the Office of Field Operations Agriculture Programs and Trade Liaison for U.S. Customs and Border Protection.

CBP employs highly trained agriculture specialists to prevent the introduction of these pathogens at CBP's hundreds of land, sea and air ports of entry.

CBP agriculture specialists receive thorough instruction by experts from the U.S. Department of Agriculture. The intense training has paid off. Thanks to CBP's nearly 2,400 agriculture specialists, the agency recorded nearly half a million interceptions of potentially dangerous animal products in fiscal year 2011.

Foreign animal diseases can be carried into the U.S. in a variety of ways. Some of them are quite visible; others are hidden in the fine print of processed food ingredients. Whether it's antelope meat from Africa or chicken bouillon cubes from Asia; or a pet canary in a car's back

seat or pork sausages in grandma's purse—CBP works diligently to block potential pathways of foreign animal diseases.

"Our agriculture specialists aren't being capricious or unreasonable when they say you can't bring your favorite sausage into the country," said Harriger. "They are protecting our food supply."

That ham or roast beef sandwich tucked in a backpack in an overseas airport could carry pathogens that could wreak havoc on pork or beef production. That exotic bird or that gorgeous souvenir handicraft made of feathers bought in a foreign street bazaar might carry a disease that could be fatal to birds here in the U.S., causing a pandemic that could decimate the U.S. poultry industry and send prices skyrocketing.

That's why CBP works closely with the USDA's Animal and Plant Health Inspection Service, or APHIS. Together, CBP and USDA APHIS enforce import restrictions intended to keep out foreign animal diseases.

"It is the mission of USDA APHIS to protect the health and value of American agriculture and natural resources," said USDA Chief Veterinary Officer John Clifford. "In cooperation with our trading partners, we are able to increase both imports and exports while minimizing the risk that foreign animal diseases are introduced into the United States, which would compromise the health of livestock in America."

There are many foreign animal diseases that can hurt U.S. livestock and wildlife, and the economic stakes are tremendously high. U.S. beef exports, for example, totaled \$4.8 billion in 2011, and beef cattle production is the single largest segment of American agriculture.



★ A man arriving at Washington Dulles International Airport from Ghana in 2010 had two elephant tails, chameleons, sheets stained with chicken blood, a dried hedgehog and a jug full of soil and blood in his suitcase. He said the items were for a religious ritual, but all of them posed animal disease threats.

Southwest border states are especially at risk given the number of travelers and cargo shipments crossing into the U.S. from Mexico every day. The number one beef-producing state? Texas. The number one state for dairy? California. And California and Texas are both on the top 10 list of states that produce poultry and eggs.

The swine industry is also critically important to the U.S. economy. The U.S. exported more than 1.4 million metric tons of pork in 2010, while importing only 373,000 metric tons. And Mexico is one of the top importers of U.S. pork products.

★ Pigs stricken with foot-and-mouth disease and a rooster showing symptoms of exotic Newcastle disease. Both are highly contagious and nearly always fatal.



### Threats to cattle, swine and sheep

If U.S. agriculture interests were subjected to disease outbreaks, the impact on U.S. agriculture exports could be catastrophic. Keeping U.S. livestock free of foreign animal diseases not only avoids the imposition of trade sanctions on the U.S., it helps keep prices down for American consumers.

Foot-and-mouth disease, or FMD, is a highly contagious virus that affects cattle, swine, goats, sheep, deer and other cloven-hoofed ruminants. If an outbreak of FMD occurred in the U.S., it could spread rapidly unless it was detected *early* and eradicated *immediately*.

FMD, characterized by fever and blister-like lesions, is not always deadly, but it leaves infected animals debilitated, reducing the production of meat and milk and interfering with reproduction.

The U.S. has been free of FMD since 1929. FMD is not found in North America, Central America, Australia, New Zealand, Japan, Chile, and many countries in Europe. Some parts of Europe and South America, Africa, and Asia are affected by various forms of this deadly virus.

If left unchecked, the economic impact of FMD on the U.S. could reach billions of dollars within a year. Deer and other susceptible wildlife populations could also become infected, serving as potential sources for re-infecting livestock.

Another disease that CBP and USDA battle to keep at bay is bovine spongiform encephalopathy, or BSE. This affliction, sometimes called mad cow disease, is a chronic, degenerative disease that affects the central nervous system of cattle and other ruminants, such as antelope and bison.

First diagnosed in Great Britain in the mid-1990s, BSE is incurable and no vaccine can prevent animals from contracting the disease. Furthermore, there is no test to detect the disease in live animals; confirmation of BSE must be done by examining brain tissue post-mortem.

All livestock must first meet USDA APHIS entry requirements. To prevent BSE from entering the U.S., CBP prohibits the importation of live ruminants from countries where BSE is known to exist in native cattle. This ban includes ruminant edible products and by-products, such as bone meal. Edible and inedible animal parts, such as hooves and horns, also need to abide by USDA APHIS standards.

Pigs are also affected by FMD (but not BSE), and they are also vulnerable to various diseases that could harm the U.S. pork industry. Classical swine fever, for example, is a highly contagious virus that was eradicated in the U.S. in 1978. Although CSF—also called hog cholera—does not cause food-borne illness in humans, it could cause significant economic losses if it were to become established again in the U.S.

Other foreign animal diseases that target swine include swine vesicular disease and African swine fever. These are highly contagious and typically fatal viruses.

### The 'END' for our fine, feathered friends

Foreign animal diseases aren't limited to four-legged creatures. Birds, too, are at risk.

Exotic Newcastle disease, or END, is a highly contagious and almost always fatal viral disease that affects all species of birds—poultry, pet birds and wild birds. It is so virulent that many birds die before they show any symptoms of infection.

END surfaced in the U.S. in the 1970s. The most recent outbreak, in 2002-2003, affected Arizona, California, Nevada and Texas. The poultry industry suffered a devastating blow when more than 3.4 million birds had to be destroyed. California alone spent more than \$160 million to control the outbreak and consumers felt the pandemic's effects at the checkout counter.



★ Meat and eggs are staples of the American diet. Safeguarding U.S. livestock and enforcing U.S. Department of Agriculture regulations is one of CBP's many important missions.

END is still a threat because it could be reintroduced by way of birds or bird byproducts from countries known to be sources of the disease. It spreads mainly through direct contact between healthy birds and the droppings and other bodily secretions of infected birds. END is also spread by feed-delivery personnel, farm employees, poultry buyers and sellers, contaminated clothing, shoes, and transport vehicles, such as manure haulers. Contamination could spell disaster for America's more than 275 million egg-laying hens.

As a result, USDA APHIS requires that all imported birds, including caged pet birds, be tested and quarantined for diseases before entering the U.S. Bird smugglers, eager to avoid having to obtain the proper permits, go to great lengths to hide their contraband. Travelers and smugglers who carry these birds into the U.S. jeopardize the health of all U.S. birds. Although U.S. scientists have developed a vaccine for END, the disease is so virulent that it can infect and kill even vaccinated poultry.

Another enemy for birds: highly pathogenic avian influenza, a fatal type of avian flu that can strike poultry quickly without any signs of infection. The HPAI viruses can spread not only from bird to bird, but also by manure, equipment, vehicles, egg cartons, and even people's shoes. Just 1 gram of contaminated manure can contain enough HPAI virus to infect 1 million birds.

CBP agriculture specialists, in cooperation with the USDA APHIS, remain vigilant in detecting animal products and byproducts that may harbor these foreign animal diseases and in preventing them from entering the U.S. Their actions protect the U.S. livestock industry while facilitating the flow of admissible agricultural products into the country. ■

## Seen It All

Day in and day out, CBP agriculture specialists are accustomed to intercepting a remarkably broad array of prohibited animals and animal byproducts:

- On March 27, 2012, a northbound driver at Del Rio, Texas, was asked what he had in his pockets. He pulled a parrot out of one pocket. Another parrot was found in his backpack. A CBP agricultural specialist asked if he had any more birds, and the man pulled a parrot out of the other pocket.
- On Jan. 9, 2012, a CBP agricultural specialist in San Francisco examined a parcel from Thailand containing five bags of dried fruit peel. Hidden in the bags were the skulls of six chevrotain (mouse deer). The skulls were destroyed because they could harbor foot-and-mouth disease.
- On April 3, 2012, a shipment of cardboard scrap and waste from Mexico—destined for a recycling plant in Texas—was stopped at the Pharr, Texas, import lot when a CBP agricultural specialist noticed that the bundles of scrap contained cardboard egg cartons. The cartons presented a threat for the introduction of exotic Newcastle disease and other pathogens.
- In Philadelphia in March 2012, an agricultural specialist found an express courier package from the United Kingdom, destined for Illinois, containing “food samples.” The meals contained prohibited beef items, which were destroyed to prevent the potential introduction of mad cow disease and other pathogens.
- At the Baltimore/Washington International Thurgood Marshall Airport in December 2011, a CBP agricultural specialist found a container of homemade black soap in the suitcase of a passenger from Nigeria. Inside the soap was a raw egg. The USDA lists Nigeria as a source of exotic Newcastle disease as well as highly pathogenic avian influenza.
- At Miami International Airport in August 2011, an agricultural specialist inspected luggage belonging to a passenger from Cuba and intercepted four undeclared hatching pigeon eggs concealed in two roll-on deodorant containers.
- Two passengers arriving at Cincinnati/Northern Kentucky International Airport in 2010 were carrying a monkey skull from a hunting trip in Africa. Monkeys can carry viral diseases that can infect humans, including the deadly Ebola virus, which the Centers for Disease Control says can kill 80 percent of its victims.
- In 2009, a man strapped 14 songbirds to his legs under his pants and tried smuggling them into Los Angeles International Airport after a flight from Vietnam.



# CENTRAL CAUGHT IN THE MIDDLE AMERICA

BY LINDA KANE



*Border management  
seminar eyes regional  
strategies for fighting  
illicit trafficking*





★ A steamy and dynamic metropolis, Panama City, Panama, is a major trading center. Towering modern skyscrapers, many that house the robust banking industry, belie the drug trafficking and crime that trouble the city and the entire region.

## Forming a natural bridge between South America and North America, the countries of Central America comprise an environmental wonderland with rainforest preserves that are home to numerous endangered species, spectacular volcanoes, and beautiful beaches on both the Caribbean and Pacific Ocean.

The countries of the region—Belize, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua and Panama—are also linked by language, history and culture since most of the area, with the exception of Belize, was colonized by Spain.

But the countries of Central America are linked by more than an idyllic backdrop; they also share a common enemy. According to the Council on Hemispheric Affairs

article, *Drug Trafficking: Central America's Dark Shadow*, more than 80 percent of the cocaine headed for the U.S. passes through Central America.

The illicit drug trade has left in its wake unprecedented levels of violence and organized crime throughout the region, endangering citizenry and undermining the stability of economic and political institutions.

These are disturbing data and in part were the impetus for the Central American Border Management Seminar held in early 2012 in Panama City, Panama. The seminar was funded by the Central America Regional Security Initiative and jointly sponsored by Customs and Border Protection and the Department of State. The CBP Office of International Affairs facilitated the gathering with the CBP attaché in Panama, Robert Gross, and Edward Dolan, the Homeland Security Investigations attaché, serving as in-country hosts.

“It was an exciting opportunity to plan this event with our interagency partners, like the Drug Enforcement Administration and Immigration and Customs Enforcement,” said Amy Cloud, CBP Office of International Affairs desk officer for Central America. “We’ve been working with the governments bilaterally to promote information sharing and cross-border cooperation, so the seminar was a great opportunity to discuss these topics multilaterally.”

Representatives from various Central American customs, immigration, and police agencies gathered for three days to discuss strategies to counter the illicit drug trade and

associated trafficking of humans, illicit funds and arms, while establishing more effective regional cooperation among agencies to further transnational criminal investigations in the region. The group listened to representatives from government agencies that work with Central America on border security projects and with capacity building efforts.

This was the first time that a group like this had assembled to address the collective interests of the region and to share experiences and best practices that focus on combating a common enemy. In addition, the seminar provided an opportunity for Panama to feature its new targeting center, the Centro Nacional de Informacion de Pasajeros, at the Panama City Tocumen International Airport.

### A borderless threat

Abdias Ortiz, director for CBP's Western Hemisphere Division, moderated the seminar. In his opening remarks, Ortiz pointed out that the seminar would be

an excellent opportunity for participants to discuss ways to put into practice the three Cs: cooperation, coordination and communication for effective border management. Later, both Department of Homeland Security Secretary Janet Napolitano and acting CBP Commissioner David V. Aguilar addressed the group. "The region collectively faces criminal threats that are global in scope and origin and increasingly borderless," said Napolitano, adding that "any vulnerability or gap in security can have an impact thousands of miles away"

In his address, Aguilar noted that the global community had been altered by the terrorist acts of 9/11. He stated that nations cannot afford to take the insular view that their responsibility stops at the discrete borders of each country. Improved border security and economic progress are the byproducts of increased collaboration and information sharing between the countries. Technology is an important

tool to better control the passage of trade and travelers across our borders. However, Aguilar recognized that these efforts must be undertaken with care, "respecting each nation's sovereignty and the privacy of citizens." Napolitano's and Aguilar's participation in the border management seminar was part of a week-long trip to solidify cooperative efforts with several countries in the region.

Historically, European colonists used Central America as a conduit to transport gold and other valuable products. Criminals today use the region as a pipeline for drugs and human trafficking traveling toward the U.S. With an increase in crackdowns on drug trafficking in Mexico and Colombia, the region has become the strategic route for the drug trade. With proximity to Mexico, vast coastlines and unpatrolled spaces—and stuck between Peru, the largest supplier of cocaine, and the U.S., the largest user of cocaine—geography has worked against the region.

The economics of the drug trade in Central America are a powerful force. Drugs increase in value at an unbelievable rate as they pass through the region. At the source, on the Caribbean coast of Colombia, the wholesale price of a newly minted kilo of cocaine is approximately \$1,000. By the time the kilo gets to Guatemala near the border with Mexico, its value reaches \$13,000. When that kilo arrives in the U.S., its value is more than \$30,000 wholesale and more than \$170,000 on the retail market. According to a 2011 World Development Report

## Criminals today use Central America as a pipeline for drugs and human trafficking traveling toward the U.S.





- ★ Miraflores, one of the three locks that form part of the Panama Canal, is recognized as one of the greatest engineering works of all time. This lock is in close proximity to Panama City and has a visitor center that allows visitors to see the full lock operation.
- ★ Drug trafficking by containerized cargo ship is of growing concern in Central America as cargo ships originating here travel worldwide. Drug traffickers use maritime, land and aerial routes to move their illicit product, but containerized cargo presents an area of vulnerability.

prepared by the World Bank, the value added to cocaine traveling from Colombia to Guatemala amounts to nearly \$7 billion a year. The value-added figures constitute 5 percent of the region's gross domestic product or roughly 20 times the \$364 million combined public security/defense budgets of Panama and Guatemala.

### Poverty and vulnerability

The seemingly limitless resources of the drug trade coupled with low resident incomes produce the classic ingredients for corruption. For example, average annual per capita incomes in 2004 ranged from approximately \$4,000 in Costa Rica and Panama to \$960 in Honduras and \$810 in Nicaragua. Drug trafficking organizations have penetrated organizations like the police, treasury, customs, military, jails and even the court system.

Corrupt public officials undermine the public confidence in the government by betraying the trust that has been placed in them. Latinobarómetro, a non-profit organization that measures Latin American

public attitudes, values and behaviors, conducted an 18-country survey published by The Economist that revealed that citizens in Central American countries view government institutions, including the police, with distrust. The lack of public support hampers the effectiveness of these government organizations, thereby setting in motion a destructive cycle.

One way to ensure the integrity of officials is to engage in effective vetting of those charged with border and citizen security. During one of the Central American Border Management Seminar sessions, DEA representatives discussed one mechanism: vetting specialized teams for border enforcement. Richard Rodriguez of U.S. Homeland Security Investigations in Honduras explained how polygraphs, commonly known as lie detector tests, vet team members to ensure integrity and guard against corruption. Panama's Director of Customs Gloria Moreno de Lopez broached the issue that was the elephant in the room:



“How can Central American countries realistically counter the tremendous financial resources that allow drug kingpins to bribe officials?” She said that more focus was needed on the underlying “economic crisis” that fuels corruption.

For example, Panama customs line personnel earn less than \$450 a month, but bribes to facilitate a single small plane landing can be as much as \$50,000. Corrupt officials who moonlight as “security” and guard or escort a narcotics shipment can earn from \$2,500 to \$5,000 per shipment. Central American countries also rely more on value-added taxes and less on taxes on income and profits, resulting in lower rates of revenue. This impedes the ability of these countries to generate the funds to make a credible stand against the Goliath illegal drug industry.



★ A view of the cargo facility in Panama City shows the sheer volume of cargo passing through. Vetting the high volume of containerized cargo moving through Panama City and other Central American ports is a challenge

While supporting the various law enforcement strategies being discussed, many in the group articulated that even the most robust efforts were dwarfed when compared to the resources available to the drug trade.

### Accountable and cooperative

Providing the rationale for growing U.S. concern and intervention, David Zimov, acting director of the State Department's Bureau of Western Hemisphere Affairs' Office of Policy and Planning and Western Hemisphere coordinator, spoke to the group on behalf of the Central America Regional Security Initiative. CARSI was launched in 2008 in response to escalating homicide rates and the influence of gangs or "maras" in the area. There was U.S. concern that, left unchecked, violence could spill over into the U.S. CARSI seeks to ameliorate the deteriorating security of citizens in these countries and to foster strong, accountable, and cooperative Central American governments that follow the rule of law.

Violence is not the only concern; so, too, are security and the democratic fabric of the region. Zimov expressed one of the recurring conference themes when he quoted Ron Noble, director of Interpol: "Transnational organized crime is local crime somewhere," and that can be in our backyard. The threat is not limited to just those who are involved in the drug trade, but to the general citizenry. The security

## The security and stability of each of these countries is undermined, and by extension this poses a risk for the U.S.

and stability of each of these countries is undermined, and by extension this poses a risk for the U.S. In 2010, U.S. President Barack Obama wrote, "Central America is no longer merely a transcontinental passageway for an illegal economy totaling \$34 billion. This shift in drug trafficking routes has brought about profound national security threats..."

Another issue for the U.S.: We are part of the problem. Our citizens are the principal consumers of these illicit drugs. In accordance with the law of supply and demand, it is U.S. drug consumption that stokes the fire of this trade.

As speaker after speaker took the dais, some common themes emerged, principally that crime has no nationality and does not recognize boundaries; hence the efforts to combat crime must follow suit. Second, while each of the countries of the region is independent, the only way to counter a regional threat is to work together regionally and present a united front.

In spite of discouraging odds, seminar participants shared concrete strategies and actions that were effective in countering the spiraling violent crime, corruption and destabilizing effects of the drug trade on these countries. Central American countries must increase their communication efforts and institute communications systems, such as a centralized crime database, rather than interacting via ad hoc, paper-based methods.

Cross-border coordinated efforts and the use of vetted teams must increase. Countries in the region should set aside individual agendas to cooperate as a region on strategies that strengthen their government law enforcement infrastructure and reinforce rule of law at the grassroots level. One participant summed it up: The challenge is not to forfeit the organizational and national identities represented by all of the insignias in the room, but to integrate all of these components into a nimble machine capable of providing safety and security to the region. ■

# Panama – Beyond the Canal

**W**hen someone mentions Panama what do you think of first? The canal, right?

The 48 mile-long international waterway lets ships pass between the Atlantic Ocean and Pacific Ocean, cutting about 8,000 miles from the trip around Cape Horn on the southern tip of South America.

Panama is notable for some other reasons that impact its stature in Central America. It is the second largest banking center in the world after Switzerland and the country's Colón Free Trade zone is the largest in the Western Hemisphere. The canal is the single most important development in the country and has been the linchpin in Panama's evolution to an economically and politically stable nation.

Despite the global economic downturn, Panama is one of the few economies that is showing sustained economic growth. Unfortunately, it is not just Panama's economy that is on the rise, but like the rest of Central America, the trafficking of drugs, laundered funds, humans and crime associated with these illicit industries are also on the increase.

Panama has made positive moves to improve its interdiction capacity and citizen security. The country has increased spending on security-related issues in its 2012 budget by almost 8 percent. In addition, Panamanian Customs has also made strides in disrupting trade-based money laundering through the partnership of the Panamanian and U.S. trade transparency units established in 2010.

One highlight of the recent Central American Border Security Seminar in Panama City was the unveiling of the Panamanian targeting center, the Centro Nacional de Informacion de Pasajeros, at the Panama City Tocumen International Airport. The center will strengthen international aviation security through enhanced information sharing. CBP and ICE are providing technical assistance to Panamanian officials to help identify, interdict, and investigate illicit travelers and contraband. It is part of an effort to reduce the use of Panama's Tocumen Airport as a transit point for smuggling drugs, illicit currency and people.



★ Homeland Security Secretary Janet Napolitano made the point in her address to the Central American Border Management Seminar that a vulnerability or gap in security in one location can have an impact thousands of miles away because we are increasingly interconnected.



★ U.S. Customs and Border Protection Acting Commissioner David V. Aguilar in his address to attendees of the Central American Border Security Seminar stressed that the success of cross-border security depends on our ability to interact, cooperate, and share information.



# Global Entry Gains Altitude

Trusted traveler program for international flights adds locations, benefits

**G**lobal Entry, the Customs and Border Protection trusted traveler program, has gained speed in recent months by adding more automated kiosks in more locations and offering expanded program advantages.

Since Global Entry attained program permanence in February 2012, seven additional U.S. airports have come online, bringing the total to 27 U.S. airports that offer Global Entry to ease the entry of arriving international travelers:

- A.B. Won Pat International Airport, Guam
- Charlotte Douglas International Airport, N.C.
- Denver International Airport, Colo.
- Phoenix Sky Harbor International Airport, Ariz.
- Raleigh-Durham International Airport, N.C.
- San Diego International Airport, Calif.
- St. Paul International Airport, Minn.

Using automated kiosks located in the participating airport's federal inspection area, Global Entry members present their machine readable passport, scan their fingerprints and make a customs declaration. When they complete the kiosk process, members proceed to baggage claim and exit the customs area, unless they're chosen for enhanced inspection.

The best news for travelers: Those who use Global Entry reduce their average processing wait time by 70 percent over travelers going through traditional inspections.

More U.S. airports will come onboard with Global Entry kiosks in the next year. CBP chooses Global Entry sites based on the volume of frequent international arrivals at the airport, plus the overall airport volume and infrastructure capacity. More than 97 percent of all international travelers arrive in the U.S. at current Global Entry airports.

Global Entry airports also are adding kiosks. "They're getting busy," said John Wagner, executive director of CBP Admissibility and Passenger Programs. "You come into Dulles [Airport] sometimes and there's a line. You might have to wait," he paused and smiled, "two minutes."

"We want to make sure we're ahead of the growth," Wagner added, "and make sure we have the kiosks there when we need them." Many of the kiosks being deployed also have an updated look. The new machines provide the same Global Entry traveler vetting functions with a more user-friendly design, including an improved touch screen and passport reader.

## Taking Global Entry worldwide

Global Entry membership has always been available to U.S. citizens and legal permanent residents, but the program is expanding to citizens of other countries to speed their CBP processing.



★ Cutting a ceremonial ribbon to open a reciprocal Korea-U.S. trusted traveler agreement, the first between an Asian nation and Global Entry, Acting CBP Commissioner David V. Aguilar, left, Homeland Security Secretary Janet Napolitano, Republic of Korea Minister of Justice Jae Jim Kwon and members of the Korean delegation.

Photo by James Tourville/ICATE

## 'We want to make sure we're ahead of the growth.'

—John Wagner, executive director,  
CBP Admissibility and Passenger Programs

The Republic of Korea became the newest country to partner with CBP when the two countries' bilateral expedited processing programs—Global Entry and Korea's Smart Entry Service—went live June 12, 2012.

For international reciprocity to work, "both the U.S. and the other country do an equivalent level of vetting of their own citizens through their own databases and disqualify people for the same reasons," said Wagner. The countries share the vetting results on a pass-fail basis to maintain individuals' privacy.

Limited Global Entry pilot programs have also been launched with Germany and the United Kingdom. German citizens who are invited to apply to Global Entry must first be admitted into the German ABG Plus facilitated-entry program. Germany is also accepting a limited number of U.S. citizens into ABG Plus. CBP is working with British air carriers to invite select U.K. citizens to apply for Global Entry and will be developing a new program for expedited entry into the U.K., which will be available to both U.S. and U.K. citizens.

Wagner reported that a Global Entry pilot also opened on a limited basis with Qatar and joint statements of intent have been signed with Australia, Israel, New Zealand and Panama. Joint statements are the first step in developing a trusted traveler arrangement with a partner country.

Canadian and American members of NEXUS, the bilateral trusted traveler program of the Canada Border Services Agency and CBP, can receive Global Entry benefits if they've supplied fingerprints to Global Entry. CBP preclearance sites in Canada also host Global Entry kiosks. Preclearance provides the inspection and clearance travelers usually receive at

U.S. airports, but in a foreign country. Global Entry speeds travelers at eight Canadian preclearance airports in Calgary, Edmonton, Halifax, Montreal, Ottawa, Toronto, Vancouver and Winnipeg.

Travelers using preclearance in Ireland will also have access to the newly placed Global Entry kiosks at Dublin Airport and Shannon Airport.

Mexican nationals are eligible for Global Entry when they pass vetting by both CBP and Mexico. Mexico's own expedited entry program is scheduled to launch in 2012. For citizens of the Netherlands, the FLUX Alliance links Global Entry with the Dutch Privium program. Begun in April 2009, this arrangement enables Dutch citizens to participate in Global Entry and U.S. citizens to participate in Privium.

### Domestic screening advantage

U.S. citizens who are members of CBP's trusted traveler programs are eligible to participate in the Transportation Security Administration's PreCheck expedited screening program. This initiative helps TSA to focus resources on higher-risk and unknown passengers while hastening the airport screening process for lower-risk and known passengers whenever possible.

To qualify for PreCheck, U.S. citizen members of Global Entry or another CBP trusted traveler program enter their program membership number into their airline frequent flier profiles or into the designated secure flight data field. After TSA verifies their trusted traveler program membership with CBP, the member will be allowed to use the TSA PreCheck lanes.

After CBP established its partnership with TSA PreCheck, the number of Global



★ Newly designed Global Entry kiosks at the program's debut at Denver International Airport in March 2012.

Entry applications increased from an average of approximately 4,000 to 6,000 per week, according to Wagner. TSA is expanding the initiative to include additional airline frequent flier programs and airports that participate in Global Entry.



photo by Trace Parker

★ Global Entry Program Manager Larry Panetta demonstrates how to use a Global Entry kiosk.



photo by Trace Parker

★ CBP Officers Tom Sutton and Larry Panetta interview Global Entry applicants during a mobile enrollment at the 2011 Global Business Travel Association convention in Denver.

“As we develop the integration between the two programs, it will push growth to Global Entry,” said Wagner, “and more importantly, improve the air travelers’ experience while maintaining air security.”

### Added land border benefits

With the advent in 2011 of Global Entry membership cards with radio frequency identification, Global Entry cardholders can expedite their U.S. entry at land borders as well as airports.

Drivers and pedestrians crossing to the U.S. at land ports of entry can use lanes dedicated to the trusted traveler programs—SENTRI on the Mexican border and NEXUS to enter the U.S. on the Canadian side—for quicker processing. They can also use Ready Lanes, the CBP traffic lanes specifically for travelers holding RFID-enabled border crossing documents.

Global Entry cards are available to U.S. citizens, lawful permanent residents, and Mexican citizens who are Global Entry members with a U.S. address. The card isn’t issued to those who are already members of the NEXUS or SENTRI trusted traveler programs.

The card cost is included with the Global Entry \$100 application fee for new members. Global Entry members who want a card and who joined the program before July 12, 2011, can request the card at the Global Online Enrollment System website, known as GOES. The card issuance fee is \$15.

### Partnerships and progress

Global Entry is on the lookout for the best technology to improve Global Entry security and ease of use. The program is investigating the use of iris scan technology as a biometric alternative. “It’s a proven technology,” said Wagner. “We’ll continue to collect fingerprints, but iris scans can process more quickly so we’re looking into using them at the kiosk.”

The program’s partnerships with the private sector also are expanding. One of the most successful, with American Express, netted nearly 86,000 new Global Entry members by press time.

For information on Global Entry or to apply, go to [www.globalentry.gov](http://www.globalentry.gov). ■

—Susan Holliday



# A Father's Thanks

## CBP personnel at California port of entry save newborn

A grateful father thanked CBP personnel for saving the life of his newborn daughter at the San Ysidro port of entry in California several months earlier.

On May 5, 2011, a radio call came for medical assistance at the old port at San Ysidro. A woman was bleeding excessively and needed medical attention. CBP Officer Ed Brown and Supervisory CBP Officer Darrell Smith, trained as emergency medical technicians, responded along with CBP Agriculture Specialist Natalie Cinson.

When the CBP personnel arrived, they observed several large pools of blood on the ground by the patient's feet and blood on a nearby sleeping bag. The woman appeared to be in severe discomfort and had her legs tightly pressed together. Supervisory CBP Officer Smith advised the woman that they needed to examine her to try and stop the bleeding. She was uncooperative and squeezed her legs together tighter.

When the officers examined her, they discovered that she was delivering a baby. The woman continued to be uncooperative, actively resisting, delaying medical attention, and apparently attempting to crush the baby she was delivering. Despite the mother's actions, the CBP employees assisted in the delivery of the baby girl, whom the officers discovered between her mother's legs, folded in half with her face pressed against her own chest.

The newborn was pale, not breathing and had no pulse. Smith and Brown initiated CPR and Cinson placed a bag-valve oxygen mask on the newborn. Due to the officers' swift action, the newborn's heartbeat was restored and she resumed breathing.

The San Diego Fire and Rescue Department Emergency Medical Services personnel arrived and took the newborn and mother to a local hospital for further

care. The port was later advised that the newborn survived and was doing well. Following the incident, the San Diego County District Attorney's office filed criminal charges against the mother. She admitted causing great bodily injury to the child during the delivery and pled guilty to felony child abuse charges. At the time of publication of this article, she was awaiting sentencing.

One early morning in February 2012, the father of that newborn crossed through the San Ysidro pedestrian facility, where Smith happened to be working. The man approached Smith, shook his hand and

gave him a hug. He explained that he had been trying to personally thank him and the other EMTs for saving his daughter's life.

The man showed Smith photos of his daughter who is happy and healthy. He explained that his daughter did have to undergo physical therapy for some motor function deficiencies due to the events of her birth; however, the doctors expect a 99 percent recovery as the child matures. The father told Smith that he and the other EMTs were the guardian angels of his little girl that night and he would never forget what they had done. ■

—Angelica De Cima



★ CBP Officer Darrell Smith and CBP Agriculture Specialist Natalie Cinson acted quickly to save a newborn.

# Hidden Among the Blossoms

Gifts of cherry trees lead to introduction of safeguards for American agriculture

★ The second set of cherry trees was received from Japan and planted around the Tidal Basin.

★ Cherry trees imported from Japan were suspected of carrying disease and insects. A team of scientists visually inspected the cherry trees, which was followed by the development of cultures in the laboratory to determine the extent and types of plant diseases.

Columbia and expressed his wish to transform Washington into a “field of cherry trees.”

At the same Arbor Day ceremony was Eliza Ruhamah Scidmore, who decided to launch a campaign to purchase cherry trees for planting in Washington, D.C. In 1909, she proposed this in a letter to first lady Helen Taft, who was embarking on a project to beautify the capital city. Mrs. Taft wanted to create a park at the site known as the Speedway, an area adjacent to the Potomac River. Her project today is known as Potomac Park and surrounds the Jefferson Memorial.

Fairchild was also lobbying the first lady through D.C.’s Superintendent of Buildings and Grounds Spencer Cosby. Cosby had proposed planting elms in the Speedway area. Mrs. Taft was won over to planting cherry trees. Instead of purchasing the trees, a gift of the trees was worked out.



This year marks the centennial of the planting of the cherry trees along the Potomac River in Washington, D.C. The introduction of the trees transformed the area around the Tidal Basin into a park setting and inadvertently played an important role in enacting legislation that protects American agriculture from disease and insects from abroad. This legislation, as amended, continues to guide the work of CBP to this day.

The introduction of cherry trees to Washington, D.C., was championed by David G. Fairchild, the son-in-law of Alexander Graham Bell. Fairchild joined the

U.S. Department of Agriculture in 1889 and subsequently was named by Secretary James Wilson as head of the Office of Foreign Seed and Plant Introduction. Most of Fairchild’s work was done outside of the country in search of new plants to introduce into the U.S. In 1902, Fairchild visited Japan and was taken by the beauty of cherry trees.

He returned to America with the intention of introducing cherry trees to the national landscape. In addition to planting Japanese cherry trees in his private garden, he also promoted their plantings to beautify cities. On Arbor Day in 1908, he gave cherry tree saplings to each school in the District of

Mrs. Taft responded to Scidmore that “I have taken the matter up and am promised the trees . . .” On Aug. 30, 1909, the Japanese Embassy officially notified the State Department that “. . . the City of Tokyo, prompted by a desire to show its friendly sentiments towards its sister Capital City of the United States has decided to offer as a gift two thousand young trees raised in Japan.”

As arrangements were being made for the importation of the cherry trees, scientists at USDA grew increasingly concerned about the threats posed by the introduction of foreign plants, which could carry insects and diseases that could destroy crops and indigenous species. These concerns were voiced by Charles L. Marlatt. Marlatt reasoned that, with no federal system for inspecting and quarantining plants, not only could diseased or infested stock enter the country, but unscrupulous sellers could also dump their compromised plants on U.S. markets.

In the absence of a federal inspection system, the USDA’s Entomology Bureau encouraged commercial plant importers to use a voluntary inspection service that was created in 1909 as a stopgap while the USDA attempted to secure stronger legislation. Marlatt also gained the assistance of U.S. Customs to alert the USDA of imports so further action could be taken. These temporary measures were put in place as the cherry trees were en route from Japan to the U.S.

The shipment of cherry trees arrived in Seattle on Dec. 10, 1909, and was sent by train to Washington, D.C. They were inspected by a team of USDA scientists led by Marlatt. The scientists determined that the trees had an infestation of scale insects and root gall. Citing a threat to the nation’s fruit trees by both insects and disease, USDA scientists recommended the destruction of cherry trees.

This created a diplomatic situation that involved USDA, State Department, the White House and even the War Department. On Jan. 21, 1910, USDA Secretary James Wilson informed War Secretary J.M. Dickinson of the Bureau of Plant Industry’s findings. The bureau recommended to destroy the trees while the State Department investigated the best means to communicate the necessity to the Japanese government.

The sensitivity of the situation was such that the final decision to destroy the trees was made by President Taft.

The issue found its way into the national press. Newspapers across the nation described the situation. The headline in the Baltimore Sun summed up these accounts: “Can’t Plant Cherry Trees. Disease Forces Destruction of 2000 Sent as a Gift of Japan.”

Concurrent with the destruction of the trees was an effort to secure their replacement. Again the city of Tokyo was to be the donor, but this time the propagation, preparation and fumigation of the cherry trees were controlled by the Imperial Quarantine Service of Japan. When these trees arrived in the U.S., they were inspected by USDA and found free of disease and insects. On March 27, 1912, the first lady planted the first tree at a ceremony in Potomac Park followed by a second planting by Viscountess Iwa Chinda, the wife of the Japanese ambassador to the U.S.

USDA Secretary Wilson and his staff used the cherry tree incident and the accompanying national publicity to highlight risks to American agriculture from imports. Their scientific evidence reinforced the concerns of individual states, 39 of which had already passed legislation, and which had sought a national plant quarantine law as early as 1898. As a result, the Plant Quarantine Act went into effect on Aug. 20, 1912. This law, and others that followed, gave the federal government authority to inspect agricultural products, to organize border quarantines and to restrict entry of infested agricultural goods. ■

—David D. McKinney, Ph.D.

★ **Pioneering scientist Flora Patterson was the mycologist in charge of cherry tree inspection. She notified David Fairchild on Jan. 19, 1919, of the team’s findings. On the same day, Charles Marlatt wrote to USDA Secretary Wilson and recommended the destruction of the cherry trees.**



★ **The diseased cherry trees were destroyed by fire at the order of President Taft.**

# Border Busts



## CBP Bags Counterfeit Purses in Seattle

Seattle – Customs and Border Protection officers and import specialists seized 25,822 purses that arrived in an ocean container from China. More

than 8,500 of the counterfeit purses seized violated various trademarks, including Louis Vuitton, North Face, Gucci, Fendi, Burberry and Coach.

The combined manufacturer's suggested retail price of the handbags, had the trademarks been genuine, was more than \$8.4 million.

“Counterfeit products look very similar to brand name products at first glance, but these products are typically of a much poorer quality than the real thing,” said Mark Wilkerson, CBP area port director in Seattle. “CBP officers and import specialists are highly trained and dedicated to the identification, detection and interception of products violating intellectual property rights laws and regulations.”

Nationwide the number of intellectual property rights seizures increased by 24 percent to 27,792 in fiscal year 2011 from 19,959 in fiscal year 2010. China continues to be the number one source country for counterfeit and pirated goods seized, accounting for 62 percent or \$124.7 million of the total domestic value of seizures.



## Rio Grande Valley Sector Nets \$13.5 Million in Marijuana

Edinburg, Texas – In multiple seizures over five days, CBP Border Patrol agents from the Rio Grande Valley Sector seized an estimated \$13.5 million worth of marijuana.

One of the largest seizures occurred near Hidalgo, Texas, when agents saw a suspicious vehicle leave a wildlife refuge. As agents tried to stop the vehicle, the driver pulled to the side of the road, jumped out and fled into the thick brush. Agents found nearly 1,800 pounds of marijuana inside the vehicle.

In another seizure near Rio Grande City, Texas, agents encountered an upside-down boat that was emitting a strong odor of marijuana. The agents flipped the boat on its side and found more than 1,100 pounds of marijuana.

Additional seizures throughout the area pushed the total amount of marijuana seized over the five days to nearly 17,000 pounds.



## Stolen High-End Vehicles Stopped Before Export

**Los Angeles** – U.S. Customs and Border Protection officers on the Los Angeles/Long Beach Seaport Outbound Enforcement Team

intercepted and recovered 20 stolen vehicles bound for Hong Kong and Vietnam.

The vehicles, falsely manifested as “used fitness equipment,” have a combined estimated value of \$1.5 million. CBP officers discovered that smugglers using false identities leased or purchased the new vehicles, defrauding several local dealerships and financial and insurance companies.

“This is an extremely important discovery and it once again demonstrates the alertness and attention to duty CBP officers practice every day,” said CBP Los Angeles Director of Field Operations Todd C. Owen. “In addition to protecting the homeland from terrorists and their weapons, CBP officers are also charged with ensuring that our citizens do not lose their property to international thieves.”

The recovered vehicles were turned over to state authorities for return to their rightful owners.



## Baltimore First-in-Port Chinese Longhorned Beetle

**Baltimore** – A U.S. Department of Agriculture entomologist confirmed that Customs and Border Protection agriculture specialists discovered an



insect pest new to the Baltimore area when they intercepted a Chinese longhorned beetle, or *Trichoferus campestris*, during seaport inspections of containers of stainless steel coils from China.

The USDA entomologist confirmed that this discovery is the ninth recorded CBP interception of the invasive, wood-boring beetle.

According to USDA, Chinese longhorned beetles are native to Asia and Russia. They pose a significant threat to orchard trees, but are also known to attack a wide range of forest and landscaping trees, boring holes into their trunks and eventually killing them.

CBP’s emergency action notification to the importer required the shipment to be re-exported, fumigated or destroyed. The importer chose fumigation.

“The importance of protecting America’s agriculture industry cannot be understated,” said Frances B. Garcia, acting CBP port director for the Port of Baltimore. “CBP agriculture specialists are ever vigilant at detecting prohibited pests. This first-in-port discovery is both a significant accomplishment and a warning of a new potential agriculture threat.”

# RESOURCES

## NEED ANSWERS?

CBP has more than 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, contact CBP.

<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/](http://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](http://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](http://www.globalentry.gov)
- Northern land border crossing – [www.nexus.gc.ca](http://www.nexus.gc.ca)
- Southern land border crossing – [www.senri.gov](http://www.senri.gov)

### For international Visa Waiver Travelers

Electronic System for Travel Authorization

<https://esta.cbp.dhs.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](http://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](http://www.cbp.gov/careers)

## HELPFUL WEBSITES:

U.S. Department of Homeland Security – [www.dhs.gov](http://www.dhs.gov)

DHS TRIP – [www.dhs.gov/trip](http://www.dhs.gov/trip)

U.S. Customs and Border Protection – [www.cbp.gov](http://www.cbp.gov)

Transportation Security Administration – [www.tsa.gov](http://www.tsa.gov)

Federal Emergency Management Agency – [www.fema.gov](http://www.fema.gov)

U.S. Citizenship and Immigration Services

- I-551, Permanent Resident Card (“Green Card”) [www.uscis.gov](http://www.uscis.gov)

U.S. Immigration and Customs Enforcement – [www.ice.gov](http://www.ice.gov)

United States Coast Guard – [www.uscg.mil](http://www.uscg.mil)

U.S. State Department

- Passports – [www.travel.state.gov/passport](http://www.travel.state.gov/passport)
- Visas – [www.travel.state.gov/visa](http://www.travel.state.gov/visa)
- Visa Waiver Program – [www.travel.state.gov/visa](http://www.travel.state.gov/visa)
- Cultural property – [www.exchanges.state.gov/culprop](http://www.exchanges.state.gov/culprop)

United States Department of Agriculture/APHIS

- Traveler Information – [www.aphis.usda.gov/travel](http://www.aphis.usda.gov/travel)
- Importing Agricultural Items – [www.aphis.usda.gov/import\\_export](http://www.aphis.usda.gov/import_export)

# STOP AND THINK!



Visit [www.CBP.gov](http://www.CBP.gov) for agricultural requirements before your trip!

For more information you may also visit the APHIS Plant Protection and Quarantine website at [www.aphis.usda.gov](http://www.aphis.usda.gov)

WE UNDERSTAND WHY YOU MAY WANT TO BRING A BIT OF BEAUTIFUL MEXICO TO THE UNITED STATES, BUT BE AWARE THAT THERE ARE CERTAIN ITEMS YOU CANNOT BRING ACROSS THE BORDER. SO BEFORE YOU TRAVEL, VISIT THE U.S. CUSTOMS AND BORDER PROTECTION'S WEBSITE FOR MORE INFORMATION ABOUT AGRICULTURAL REQUIREMENTS.

**CAUTION:**

**YOU MUST DECLARE  
ALL MEATS, FRUITS,  
VEGETABLES, PLANTS,  
SOIL OR ANIMAL OR  
PLANT MATERIAL  
PRODUCTS.**



**CBP**

# INTRODUCING THE NEW READY LANE FOR TRAVELERS WITH HIGH-TECH CARDS.



## Ready Lane

U.S. Customs and Border Protection has launched the new **Ready Lane**, a dedicated lane that gets travelers holding high-tech RFID-enabled cards safely and efficiently across the border.

Each adult passenger (over 16 years of age) in your vehicle must have an RFID-enabled card to use the **Ready Lane**. Ask us today how you can apply for an RFID-enabled card. For more information or to find a **Ready Lane** near you, visit [www.GetYouHome.gov](http://www.GetYouHome.gov).

### Ready Lane Cards



NEXUS Card



U.S. Passport Card



SENTRI Card



New U.S. Permanent Resident Card



Enhanced Driver's License



New Border Crossing Card



U.S. Customs and Border Protection

[www.GetYouHome.gov](http://www.GetYouHome.gov)

