

# Implementation Action Plan

## OPERATIONS

### Issue:

Customs and Border Protection (CBP) and the Animal and Plant Health Inspection Service (APHIS) need a joint comprehensive plan to establish and maintain priorities for agriculture-related operational issues that need to be improved.

### Recommended Response:

- Explore ways to use new technology to improve performance.
- Leverage the Center for Plant Health Science & Technology (CPHST) and Laboratory and Scientific Services (LSS) to develop new technologies to improve inspection effectiveness.
- Look for ways to improve passenger baggage effectiveness.
- Get CBP more involved in the Cooperative Agriculture Pest Survey (CAPS) process.
- Develop a better process for risk analysis for operational priority.
- Develop ways to track mail interceptions.
- Enhance interactions between CBP and PPQ management at the State and Regional levels.
- Identify ways to respond better to large agriculture stakeholders, such as an Ombudsman position.
- Investigate posting full-time or collateral duty positions (CBP and/or PPQ) at/in/near key state director offices, PPQ regional offices, and/or super ports.

### Correlation to Report Recommendation or Other Feedback:

OIG and GAO reports expressed concerns regarding the use of agriculture specialists. Stakeholders expressed similar concerns, including the lack of presence of agriculture specialists in the air passenger environment.

### Findings:

- There is a great need to develop more targeted information in order to prioritize agriculture inspection work in both the cargo and the passenger environs.
- Trend analysis will help provide agriculture-related targeting information.
- Engaging CBP in the CAPS discussion allows CBP to understand and be part of the entire safeguarding continuum.
- New technology is essential for future success.

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- Look into new ways of inspecting is an essential component to improving operations.
- More interaction between CBP and PPQ management at all levels.

### **Expected Outcome:**

- Improve use of CBP resources through enhanced targeting.
- Better understanding of the agriculture mission by CBP management.
- Better understanding of CBP operations by PPQ management.
- Improved targeting of passengers.
- Better cooperation with importers of agriculture products.
- Develop better technologies to assist with inspectional activities.
- Better response to agriculture emergencies and critical inspection-related needs.
- Enhanced communication of joint agriculture-related operations.

### **Implementation Plan:**

#### Tasks

- Build format for a Post-Seizure and Post-Interdiction Committee
- Develop a seasonality of interception guideline
- Analyze and create specific examination-related guidelines
- Hire analysts for data analyst positions
- Develop process for CBP and PPQ management to interact at the State and regional levels
- Leverage trend analysis group for better information on seasonality of pests.
- Leverage CPHST for development of better inspection techniques
- Pilot/place positions at designated PPQ locations.

#### Communications Needs

- Review and approval by Agency/Senior management.
- APHIS will develop a plan to communicate with stakeholders regarding operational information.

#### Accountable Individual/Group

- Deputy Administrator, Plant Protection & Quarantine
- Assistant Commissioner, Office of Field Operations

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### Resources

- Staff resources from APHIS and CBP.
- Commitment to provide and empower the resources needed to complete the action plan.

### Sequencing/Linkages

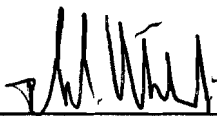
- Joint Agency Planning Action Plan
- Outreach and Communication Action Plan
- Performance Measures Action Plan
- Resources Action Plan
- Training Action Plan
- Quality Assurance Action Plan

### Challenges to Implementation

- Access to Federal Inspection Services areas for on-the-job training and review.
- Labor relations challenges.

**Review Block** -- for the use of Agency/Department leadership in adopting, modifying, or rejecting the plan

Operations Implementation Action Plan adopted by both agencies on December 9, 2008, by:



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Thomas S. Winkowski  
Assistant Commissioner  
Field Operations  
US Customs & Border Protection  
US Department of Homeland Security



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Rebecca Bech  
Deputy Administrator  
Plant Protection and Quarantine  
Animal & Plant Health Inspection Service  
US Department of Agriculture

