

Motor Coach Processing

Southern Ontario Region



CBSA Mandate

**Protection
Service
Integrity**

OVERVIEW of CURRENT PROCEDURES

Main functions:

Effective examination and screening of passengers

Effective examination and screening of baggage

Effective examination and screening of carrier/driver and conveyance

Completion of mandatory administrative functions

-revenue collection

-passports, Visa's, permits etc...

Overview cont'd

- **PRIMARY Examination**

- passengers disembark with luggage and present themselves for primary interview

- preliminary screening for admissibility, data base query etc...

- establish traveller declaration, evaluate exemptions

Officer either releases or refers to Secondary

Overview cont'd

- **SECONDARY Referral**

Examination

- Admissibility Examination of Person
- Baggage examined/X-ray
- Conveyance Examination

- Administrative*** -Permits, VISA requirements
- Revenue Collection

Overview cont'd

RELEASE

-if everything is in order and administrative actions completed passenger's board

ENFORCEMENT

- infractions result in varied outcomes depending on the nature of the infraction could include seizure of goods or conveyance, detention/arrest of individuals etc...

Key Issues that Impact Processing

- **PROCESSING REQUIREMENTS**
- **INDUSTRY PRACTICES**
 - Availability of Passenger info
 - Passenger Screening
 - Baggage Handling
- **FACILITY LIMITATIONS**
- **LOAD BALANCING**

INITIATIVES

E311 Traveller Declarations Cards

Advance Passenger Manifests- joint CBSA/USCBP pilot

Facility Improvements

Websites and Resources available to choose best available crossing

E311 Traveller Declaration Cards

- Can be used for all types of motor coach services, consistent with air and marine commercial carrier modes
- Streamline Officer decision-making process re: finalizing declarations and evaluating entitlements
- Consistently promoted throughout Southern Ontario Region
- **1-800-O CANADA to order free**
- Translation guides also available
 - Languages covered –Italian, Chinese, Polish, Punjabi, German, Spanish, Portuguese, Japanese, Dutch, Korean, Inuktitut, Arabic, Hindi

Advance Passenger Manifests

A local pilot initiative developed in conjunction with USCBP and CBSA in Niagara/Fort Erie and Buffalo/Niagara regions.

- Harmonized manifest
- prescribed information
- prescribed format
- provided at least 4 hours prior to arrival in Canada
- Email transmittal

ARRIVAL INFORMATION

Carrier: US Location:

US Confirmation # CDN Location:

CDN Confirmation # US Date:

US Time: CDN Date:

CDN Time:

PHONE NUMBERS

PEACE BRIDGE 716 - 888-4924 US BOUND
 PEACE BRIDGE 905 - 994-6333 CA BOUND
 RAINBOW BRIDGE 716 - 282-3141 x331 US BOUND
 RAINBOW BRIDGE 905 - 354-6754 CA BOUND
 LEWISTON BRIDGE 716 - 285-1676 US BOUND
 QUEENSTON BRIDGE 905 - 262-6192 CA BOUND

DOCUMENT TYPE CODES:

P	Passport
A	US Permanent Resident Card
ID	Enhanced Drivers License
IF	FAST Card
IN	NEXUS Card
IP	US Passport Card
FB	Birth Certificate (Under 16 ONLY)
FD	Other Document

This manifest is to be transmitted via e-mail to [CBP BUFFALO US BUS ARRIVALS@dhs.gov](mailto:CBP_BUFFALO_US_BUS_ARRIVALS@dhs.gov) at least 4 hours prior to anticipated arrival in the United States.

This manifest is to be transmitted via e-mail to [CBSA-ASFC NFE BUS ARRIVALS-ARRIVÉE@cbsa-asfc.gc.ca](mailto:CBSA-ASFC_NFE_BUS_ARRIVALS-ARRIVÉE@cbsa-asfc.gc.ca) at least 4 hours prior to anticipated arrival in Canada.

	<u>Last Name:</u>	<u>First Name:</u>	<u>Date of Birth:</u> (MM/DD/YY)	<u>Gender:</u> : (M)/(F)	<u>Document Type:</u> (see table to the right)	<u>Document Number:</u>	<u>Document Country:</u> (see 2 digit Country Codes tab at bottom)	<u>Document Country Code Validation:</u> : (use this column to verify the 2 digit country code is correct)	<u>Country of Birth:</u>	<u>Destination:</u> :	<u>Comments:</u> : (for official use only)
1								#N/A			
2								#N/A			
3								#N/A			
4								#N/A			
5								#N/A			

Advance Passenger Manifest cont'd

- Allows for preliminary screening/risk assessment of motor coach and occupants
- Upon arrival, CBSA would be able to facilitate clearance of low risk and focus on high risk passengers
- All passengers will undergo regular examination of goods, conveyance & revenue collection
- Discussions under way with bridge authorities in some areas to allow /staging or front of line service

Facility Improvements

QUEENSTON NEW FACILITY

- Opened in April 2011
- New facility will enhance processing and make motor coach clearance more efficient.

Features

- Dedicated Bus lane to segregate from vehicles
- Dedicated Bus processing terminal designed to allow for processing of multiple coaches and simultaneously conduct primary and secondary processing
- Dedicated cash and secondary operations

Other Facility Improvements

- Peace Bridge-Fort Erie
 - 2010 improvements made to existing facility
- Rainbow Bridge-Niagara Falls
 - improvements anticipated to commence in 2011/12

LOAD BALANCING/FORECASTING

- **RESOURCES**

CBSA Website- Border Wait Times

NIAGARA FALLS BRIDGE COMMISSION

Website: www.niagarafallsbridges.com

Toll Free Line: 1 800 715 672

- **ADVANCE NOTIFICATION OF LARGE GROUPS**

CONTACT US

CBSA Website:

www.cbsa-asfc.gc.ca

**Business Information
Services Lines:**

Within Canada: 1-800-461-9999

U.S.A: 1-506-636-5064

Niagara Fort Erie Contact Information:

Vera Henry, Programs Officer

- Advance Passenger Pilot
- Notification of large groups
- questions, compliments, complaints

Ph 905 354 5747

Vera.Henry@cbsa-asfc.gc.ca

QUESTIONS ?