



Memorandum D2-5-12

Ottawa, April 25, 2019

Telephone Reporting for General Aviation and Private Boats

In Brief

This memorandum was expanded in September 2018 to include guidelines and requirements related to CBSA services at a Fixed Base Operator and the requirements for a Telephone Reporting Site/Marine designation.

This memorandum has been edited for improved clarity but all of the procedures remain the same.

This memorandum outlines the telephone reporting procedures that general aviation and private boat operators use to report to the Canada Border Services Agency (CBSA) when entering Canada.

Guidelines and General Information

1. Telephone reporting for general aviation and private boats resulted from the [*Canada-United States Accord on Our Shared Border*](#). The accord is designed to promote trade, tourism, and travel, as well as to enhance border security between the two countries.

Definitions

2. For the purposes of this memorandum, the following definitions apply:

Airport of entry (AOE) – Authorized airport of entry for clearance of all classes of scheduled and unscheduled aircraft (travellers and cargo).

AOE/15 – Airport of entry solely for the clearance of persons arriving by general aviation traffic where the flights are unscheduled and the traveller capacity, including crew, does not exceed 15 people.

Boat operator/master – The person in charge of a marine pleasure craft, who is responsible for presenting him/herself, the crew, and passengers and reporting their goods.

CANPASS only airport (AOE/CAN) – Authorized CBSA airport of entry solely for those individuals and aircraft enrolled as participants in the CANPASS Private Aircraft or CANPASS Corporate Aircraft programs.

CANPASS private boats site (CAN/PB) – Authorized marine port of entry solely for CANPASS Private Boat Program permit holders.

Fixed base operator (FBO) – Authorized provider of services to general aviation aircraft, business aviation and operators at sites located at or adjacent to an airport. FBOs fall under the designation of the nearest airport of entry and are listed in the Telephone Reporting Centre System as an alternate reporting site.

General aviation – Private or company-owned or leased aircraft, which do not carry passengers who have paid for passage or goods for remuneration.

Private Boat – A marine pleasure craft that is used exclusively for pleasure and that does not carry passengers who have paid for passage or goods for remuneration.

NEXUS marine site – Authorized point of entry for members of the joint Canada/U.S. NEXUS Program only.

Telephone reporting – an alternative reporting method that enables individuals to meet the legislative requirements for “presentation of persons to a Canada Border Services Agency (CBSA) office on arrival in Canada,” as identified in the section 11 of the [Customs Act](#) and section 18 of the [Immigration and Refugee Protection Act](#) (IRPA). Also, to meet the legislative requirement for the declaration of goods, as identified in section 12 of the [Customs Act](#).

Telephone reporting site/marine (TRS/M) – Marine port of entry at which private boat operators may report by telephone.

Telephone Reporting Program

3. Telephone reporting is a voluntary compliance program which benefits both the traveller and the Agency. The Telephone Reporting Program was developed to facilitate traveller reporting and to ensure consistent service delivery in the clearance of persons travelling by private boat as well as corporate and private aircraft.

4. Commercial vessels and aircraft, or those that charge passengers a fee for passage or transport goods for remuneration, are not allowed to utilize this reporting method.

5. Telephone reporting is permitted for:

- (a) Private boats carrying 29 passengers or less, including the crew;
- (b) Private boats entering Canada by water for storage or repair;
- (c) Privately owned vessels with crew;
- (d) Private or corporate aircraft carrying 15 passengers or less, including the crew;
- (e) Empty cargo flights;
- (f) MEDEVAC flights;
- (g) Business aviation aircraft carrying 39 passengers or less, including the crew arriving at the following eight major airports:
 - I. Vancouver International Airport
 - II. Calgary International Airport
 - III. Edmonton International Airport
 - IV. Winnipeg James Armstrong Richardson International Airport
 - V. Lester B. Pearson International Airport (Toronto)
 - VI. Macdonald-Cartier International Airport (Ottawa)
 - VII. Pierre Elliot Trudeau International Airport (Montréal)
 - VIII. Halifax Stanfield International Airport

6. Telephone reporting is not permitted for:

- (a) Vessels carrying commercial cargo;
- (b) Vessels carrying passengers for remuneration;
- (c) Cargo vessels;
- (d) Chartered vessels;
- (e) Commercial fishing boats;
- (f) Cruise ships (all categories);
- (g) Ferries;
- (h) Tugs and barges;
- (i) Tour boats;
- (j) Regularly scheduled airline flights;
- (k) Private boats carrying more than 29 passengers, including the crew;
- (l) Aircraft carrying more than 15 passengers, including the crew (see exception for business flights above);
- (m) Military flights;
- (n) Aircraft carrying commercial cargo other than commercial goods carried by passengers on board;

7. Business aviation is understood to include aircraft that are used for purposes related to the business affairs of a person or entity and do not include private passages, personal trips and flights carrying family members or friends.
8. In order to be eligible for the increased passenger limit, business flights reporting to the CBSA through the Telephone Reporting Centre (TRC), must have originated in the United States (U.S.). Flights originating outside of the U.S. will not be eligible unless they arrive in Canada via the U.S. and have been cleared by the U.S. Customs and Border Protection prior to their arrival in Canada.
9. Business flights that carry CANPASS Corporate Aircraft members will be cleared as general aviation passages (as described in paragraphs 10 through 15) if they utilize the increased passenger provision (39 passengers or less). In order to avail themselves of the CANPASS Corporate Aircraft program privileges, flights must not carry more than 15 passengers and crew including, if applicable, up to four persons who are temporarily authorized to travel on a corporate aircraft for a business-related need of the company.

Telephone Reporting for General Aviation

10. The pilot is required to provide advance notification of arrival and information about all travellers and goods on board the aircraft to the TRC by calling 1-888-226-7277 a minimum two (2) hours, but no more than 48 hours, before arrival into Canada. If the 1-888 service is not available, the pilot must call the direct business number of the TRC; however, the caller may incur long-distance charges. The direct telephone number for the TRC is: Hamilton – 905-679-2073.
11. The pilot must advise the TRC of the estimated time of arrival (ETA), the aircraft license/registration number and the flight's destination and landing site in Canada (must be an AOE or an FBO). Also, the pilot must provide the following information for each traveller:
- (a) full name, date of birth, citizenship, travel document, travel document number and residency for all persons on board (including crew);
 - (b) purpose of trip and length of stay in Canada for each passenger who is a non-resident of Canada;
 - (c) length of absence for each passenger who is a returning resident of Canada;
 - (d) all goods being imported, including food, plants, animals and related products; including firearms and weapons;
 - (e) all currency and monetary instruments totaling CAN\$10 000 or more; and
 - (f) all repairs or modifications made to goods (including the aircraft) while outside Canada (for returning residents of Canada only);

Note: The pilot must advise the TRC of any updates to the original ETA, destination or changes to traveller information before arriving in Canada.

12. All travellers aboard must provide information about all goods they are importing to Canada, including firearms, weapons, and currency and/or monetary instruments totalling CAN\$10,000 or more. If duty and taxes are payable, the TRC officer will obtain a credit card number and expiration date from the person importing the goods, along with the mailing address of the credit card holder. Duty and/or taxes will be charged to the credit card and a receipt will be mailed to the traveller as proof of payment.
13. Immediately upon landing in Canada, the pilot must make a second phone call to the TRC at 1-888-226-7277 to report the arrival of the aircraft and receive further instructions. The pilot and all travellers aboard must not leave the aircraft until advised to do so. As proof of report, the pilot will receive a report number either from the TRC or an on-site CBSA officer.
14. General aviation aircraft must land at an approved AOE during the CBSA's normal hours of business unless alternate arrangements have been made directly with the local [CBSA office](#). If service is provided outside of normal CBSA hours of business, it is subject to cost-recovery charges.
15. If, due to weather conditions or other emergency circumstances, the aircraft has to land at a place not

designated for CBSA reporting, the pilot must call the TRC at 1-888-226-7277, the nearest [CBSA office](#) or a Royal Canadian Mounted Police (RCMP) office **immediately** upon landing in Canada. Depending on the circumstances, the flight may be cleared by telephone, the pilot and travellers may be requested to await the arrival of a CBSA officer, or the pilot may be requested to fly the travellers to the nearest AOE at the first opportunity.

Telephone Reporting for Members of CANPASS Private Aircraft Program

16. CANPASS Private Aircraft authorization holders must follow the same reporting procedures as outlined in paragraphs 10, 11, 12 and 15 but the aircraft can land at an AOE **any time** the airport is open, regardless of the hours of business of the local [CBSA office](#). In addition, authorization holders may choose to use one of the designated **“authorized CANPASS only” landing sites**. CANPASS authorization holders will receive the TRC report number at the time of the initial call to the TRC and are not required to make a second phone call to the TRC after landing in Canada. However, they must wait at the reported AOE until their stated ETA has passed.

17. The CBSA services outlined above apply only when all persons aboard the aircraft are members of the CANPASS Private Aircraft program. The pilot must provide CANPASS Private Aircraft membership numbers for all persons on board the aircraft. If a non-authorized person is present aboard the aircraft, procedures outlined in paragraphs 10 through 15 will apply.

Telephone Reporting for Members of CANPASS Corporate Aircraft Program

18. CANPASS Corporate Aircraft flights are processed in the same manner as outlined in paragraphs 10, 11, 12 and 15 but the aircraft can land at an AOE **any time** the airport is open, regardless of the hours of business of the local [CBSA office](#). In addition, authorization holders may choose to use one of the designated **“authorized CANPASS only” landing sites**. CANPASS authorization holders will receive the TRC report number at the time of the initial call to the TRC and are not required to make a second phone call to the TRC after landing in Canada. However, they must wait at the reported AOE until their stated ETA has passed.

19. CANPASS Corporate Aircraft authorization holders can transport up to four persons who do not have an authorization but are travelling on a corporate aircraft for a business-related need of the company. There must be at least one CANPASS Corporate Aircraft authorization holder among the passengers and those who are not authorized must be Canadian or United States citizens, or permanent residents of Canada or the United States who meet the normal requirements for entry into Canada and would otherwise be eligible for CANPASS membership.

20. The pilot must provide the CANPASS Corporate Aircraft membership number of the company, and for all individual CANPASS Corporate Aircraft members on board the aircraft. If there are more than four non-authorized persons aboard, the CANPASS Corporate Aircraft authorization cannot be used and procedures outlined in paragraphs 10 through 15 will apply.

Pilot's Obligations

21. It is the pilot's obligation to ensure the aircraft lands at an AOE designated for telephone reporting.

22. If the ETA, point of arrival, or any other information changes, the pilot must provide the updated information to the TRC prior to arrival.

23. The pilot is also obligated to ensure that all persons on board the aircraft are in possession of all travel documents required by legislation, i.e. passports, visas or other to enter and remain in Canada.

24. The pilot must ensure that no persons leave the aircraft until CBSA approval is obtained either by phone or in person.

25. The pilot is liable for removal of inadmissible passengers and any associated administrative and medical expenses and fees.

26. For foreign-owned private and corporate aircraft, the pilot must be familiar with the CBSA's regulations on movements of foreign-owned private and corporate aircraft in Canada temporarily imported by non-residents of Canada. [Memorandum D2-1-1, *Temporary Importation of Baggage and Conveyances by Non-residents*](#), describes, in paragraph 42, 43, 44 and 45, the restrictions applicable to the operation of foreign-owned aircraft while operating within Canada.

Verification of Travellers and Conveyances

27. All general aviation passages into Canada, including those using the CANPASS Private or Corporate Aircraft Program, may be subject to verification by the CBSA. Requests for verification may be generated by the TRC System or initiated by a CBSA officer.

MEDEVAC Flights – Emergency and Non-emergency

28. MEDEVAC **non-emergency** flights are subject to standard general aviation requirements as outlined in paragraphs 10 through 15. Non-emergency MEDEVAC flights include transport of a patient from a foreign hospital back to Canada after medical treatment has been received and transport of a patient to a Canadian hospital for non-emergency procedure/treatment.

29. These specific non-emergency MEDEVAC flights should enter Canada via a staffed AOE or AOE/15 within its hours of operations.

30. As general aviation, all arrangements for CBSA clearance should be done through the CBSA TRC (1-888-226-7277) at least 2 hours prior to landing.

31. **Emergency** MEDEVAC flights include transport of a patient where the patient's life is in imminent danger and medical intervention is urgently required. In such cases, the two (2) hours minimum advance notification and the requirement to land at a designated AOE are waived. To ensure that urgent medical care is provided to the patient, the aircraft may land at a site as close to the hospital as required, i.e. the hospital helicopter pad.

32. For MEDEVAC **emergency** flights the pilot will note the following:

(a) Contact the TRC as soon as flight particulars are available to provide minimal information such as: destination, airplane registration number, number of passenger and names of passengers, if available.

(b) Call the TRC at the first opportunity after the aircraft has landed to provide the CBSA with the remaining information and follow any instructions given by the officer.

Special Clearance Procedures

33. On occasion, private aircraft carry foreign heads of state, royalty, ministers, or foreign dignitaries who are entitled to special clearance procedures. Special clearance procedures are arranged for and authorized in advance of the flight by the Department of Global Affairs Canada and the CBSA International Events section at the CBSA Headquarters in Ottawa and coordinated through the applicable airport. Where travellers scheduled for special clearance are arriving by a private aircraft, the International Events section will notify the TRC in advance once all arrangements for the special clearance of the aircraft have already been made. Special clearances are not handled by the TRC, and in the event the pilot calls the TRC, he or she will be advised that arrangements have already been made for the clearance of the aircraft directly at the AOE.

CBSA Services at Fixed Base Operators

34. FBOs are the primary providers of services to general aviation aircraft, business aviation aircraft and operators at sites located at or adjacent to an airport. An FBO may be a private enterprise, municipality or city operated. FBO businesses traditionally offer aircraft refuelling, aircraft parking and tie-down, and access to basic comforts such as restrooms and telephones. Auxiliary services such as car rental, pilot/crew rest lounges, in-flight catering, and hotel reservation/concierge services for both crew and passengers may also be available.

35. The following types of flights permitted to land at an FBO free of charge during the operating hours of the

CBSA are those that are:

- empty of cargo;
- not permitted to proceed to the main terminal for health, safety, or security reasons or due to an emergency;
- general aviation (AOE/15), private, or corporate aircraft carrying 15 passengers or less, including the crew;
- CANPASS Private or CANPASS Corporate flights;
- military flights; and
- Business aviation aircraft carrying 39 passengers or less, including the crew only if they arrive at Canada's eight major airports.

36. The following types of flights permitted to land at an FBO free of charge outside the operating hours of the CBSA but during the operating hours of the airport, are those that are:

- not permitted to proceed to the main terminal for health, safety, or security reasons or due to an emergency;
- CANPASS Private or CANPASS Corporate flights; and
- military flights.

37. CBSA may also provide clearance services at FBOs for flights that are able to arrive at the main terminal but, choose to use an FBO (e.g., celebrities/sports teams, etc.). Requests of this nature could be accommodated on a cost-recovery basis provided that sufficient CBSA resources are available to provide service. All requests should be submitted to the local CBSA office for consideration.

Note: Regularly schedule commercial airline flights are not permitted to land at an FBO.

New or Expanded Border Clearance Services at Canada Airport's Fixed Base Operators.

38. FBOs fall under the designation of the nearest airport of entry and are listed as an alternate reporting site.

39. FBO must first obtain the approval from the local airport authority or operator and from the local CBSA office to determine whether they may be eligible for new or expanded border clearance services. The local CBSA office will consider the following when assessing requests for service at a FBO:

- whether or not the FBO has previously been approved for clearance services by the CBSA and whether or not there were any issues (health and safety, security, compliance etc.);
- the type, approximate passenger load and frequency of flights arriving at the FBO;
- the proximity and access to the main terminal;
- CBSA resource availability;
- whether service can be provided free of charge or under cost recovery; and
- whether or not the facility meets CBSA standards:
 - (i) 24-hour access to a telephone;
 - (ii) 24-hour unfettered access to the building;
 - (iii) an indoor area available for examinations in inclement weather;
 - (iv) a reporting spot identified and marked off on the ramp; and
 - (v) an area reserved for CBSA use while BSOs are clearing the flight

40. All inquiries concerning CBSA requirements for the operation at Fixed Based Operators should be directed to:

Canada Border Services Agency
 Traveller Operations Division
 Border Operations Directorate
 E-mail address: csr-esb@cbsa-asfc.gc.ca

Telephone Reporting for Private Boats

41. Upon arrival at an authorized TRS/M, the boat operator/master must immediately call the TRC at 1-888-226-7277 to report the vessel's arrival to the CBSA. The boat operator/master is the only person

permitted to exit the vessel for the purpose of reporting to the CBSA. Passengers aboard the vessel are not allowed to disembark until authorized by the TRC or a CBSA verification officer on site. The boat operator/master must utilize the telephone provided by the TRS/M marina to call the TRC. This may consist of a cellular telephone or any other telecommunication device.

42. The boat operator/master must provide the following information on behalf of all persons on board:
- (a) vessel license or registration number and name (if applicable);
 - (b) name of the CBSA designated telephone reporting site;
 - (c) full name, date of birth, citizenship, travel document, travel document number, and residency of all persons on board;
 - (d) destination, purpose of trip, and length of stay in Canada for each passenger who is a non-resident of Canada;
 - (e) length of absence for each passenger who is a returning resident of Canada;
 - (f) goods being imported by all persons on board, including food, plants, animals and related products; firearms and weapons;
 - (g) all currency and/or monetary instruments totalling CAN\$10,000 or more; and
 - (h) all repairs or modifications made to goods (including the boat) while outside Canada (for returning residents of Canada only);.
43. If the 1-888 toll-free service is not available, the boat operator/master must call the direct business number of the TRC. The direct telephone number for the TRC is 905-679-2073.
44. All persons on board must provide information about all goods they are importing to Canada, including firearms, weapons, and currency and/or monetary instruments totalling CAN\$10,000 or more. If duty and taxes are payable, the TRC officer will obtain a credit card number and expiration date from the person importing the goods, along with the mailing address of the credit card holder. Duty and/or taxes will be charged to the credit card and a receipt will be mailed to the person as proof of payment.
45. The boat operator/master is responsible for ensuring that all persons being transported into Canada on board the private boat are in possession of all travel documents required by the legislation, i.e. passports, visas, or other.
46. The boat with all the persons on board shall remain at the point of arrival until otherwise notified by the TRC or a CBSA verification officer. The boat operator/master must present the conveyance, and all goods and persons, for examination if requested by a CBSA officer.
47. As proof of report, the boat operator/master will receive a report number either from the TRC or an on-site CBSA officer. The boat operator/master shall display the report number on the dockside of the boat, present this number when requested by a CBSA or an RCMP officer and retain the number as reference for the duration of the trip in Canada.
48. All private boats must dock at an approved [TRS/M](#) during its normal business hours, unless alternate arrangements have been made with the local [CBSA office](#).
49. If, due to weather conditions or other emergency circumstances, the boat must dock at a site that is not designated for telephone reporting, the boat operator/master must call the TRC at 1-888-226-7277. Depending on the circumstances, the boat may be cleared by telephone, instructed to wait for a CBSA officer or asked to report to the nearest CBSA or RCMP site at the first opportunity.

Telephone Reporting for Members of CANPASS Private Boats and the NEXUS Program

50. CANPASS Private Boats (CAN/PB) and NEXUS program participants may arrive at any [TRS/M](#). They may also choose to use one of the sites that are solely for the use of CAN/BP and NEXUS program participants. Program participants must dock at an approved TRS/M, CAN/PB or NEXUS site during the normal business

hours of the reporting sites unless alternate arrangements have been made with the local [CBSA office](#).

51. To receive the CAN/PB and NEXUS program expedited services, the boat operator/master must call the TRC, at 1-888-CANPASS (1-888-226-7277) for CAN/PB members or at 1 866-99- NEXUS (1-866-996-3987) for NEXUS members, **at least 30 minutes, but not more than four (4) hours**, before the estimated time of arrival (ETA) in Canada, and provide the information outlined in paragraph 42 of this memorandum for him/herself and all passengers on board. In addition, the boat operator/master is required to provide:

- (a) ETA;
- (b) name of the planned initial docking site in Canada (must be either a TRS/M, CAN/PB or NEXUS site); and
- (c) CANPASS Private Boats or NEXUS program membership number for everyone on board.

52. The boat operator/master shall contact the TRC again prior to the arrival if the ETA changes by more than 30 minutes or there are any changes to the list of passengers, their declarations or the point of arrival. If the toll-free service is unavailable, the boat operator/master must contact the TRC at 905-679-2073.

53. As proof of report, the TRC will give the boat operator/master a report number. The boat operator/master shall display the report number on dockside of the boat, present this number when requested by a CBSA or an RCMP officer and retain the number as reference for the duration of the trip in Canada.

54. If a CBSA officer is **not** waiting to meet the boat when it arrives at the reported docking site at the reported ETA or actual time of arrival (whichever is later), the boat may then proceed to the final Canadian destination. If requested by an on-site CBSA officer, the boat operator/master shall present the conveyance, along with all goods and persons for examination.

55. The expedited border clearance services outlined above apply only when all persons on board the boat are CANPASS Private Boats or NEXUS program participants. If a non-participant is on board, the reporting procedures for private boats outlined in paragraphs 41 to 49 of this memorandum must be followed.

56. If, due to weather conditions or other emergency circumstances, the boat must dock at a site that is not designated for telephone reporting, the boat operator/master must call the TRC at 1-888-CANPASS. Depending on the circumstances, the boat may be cleared by telephone, instructed to wait for a CBSA officer or asked to report to the nearest CBSA or RCMP site at the first opportunity.

Boat Operator/Master's Obligation

57. It is the boat operator/master's obligation to ensure the boat dock at an approved TRS/M, CAN/PB or NEXUS site during its normal business hours unless alternate arrangements have been made with the local CBSA office.

58. The boat operator/master is also obligated to ensure that all persons on board the private boat are in possession of all travel documents required by legislation, i.e. passports, visas or other to enter and remain in Canada.

59. The boat operator/master must ensure that no persons leave the boat until CBSA approval is obtained either by phone or in person.

60. The boat operator/master is liable for removal of inadmissible passengers and any associated administrative and medical expenses and fees.

Verification of Travellers and Conveyances

61. All private boat passages into Canada, including those using the CAN/PB and NEXUS programs, may be subject to verification by the CBSA. Requests for verification may be generated by the TRC System or initiated by a CBSA officer.

Requirements for Telephone Reporting Site/Marine

62. Marinas interested in obtaining a CBSA designation as a Telephone Reporting Site/Marine (TRS/M) must present the local CBSA office with a business case. The request shall encompass the following information:

- Levels of service being requested:
 - (i) Telephone Reporting Site/Marine - a marine port of entry at which private boat operators may report by telephone;
 - (ii) NEXUS - an authorized point of entry for members of the joint Canada/U.S. NEXUS Program only;
 - (iii) CANPASS/Private Boat – an authorized marine port of entry solely for CANPASS Private Boat Program permit holders.
- Location where service is being requested;
- Contact information (full address, e-mail (if available) and telephone number(s)) of requestor;
- Rationale for the request;
- Anticipated days and hours of operation;
- Anticipated annual/seasonal volumes; and
- Any other additional information that supports the request.

63. For a marina to become a designated CBSA TRS/M and to maintain its designation, the following requirements and conditions must be met (some exceptions apply):

- Provision of a functional and easily accessible telephone, which can include a cellular telephone/telecommunication solution;
- Clear signage identifying the marina as a CBSA TRS/M (provided and paid for by the CBSA). Signage specifications are influenced by the size and space availability at the site and are as follows:
 - (i) Clearly visible TRC number in close proximity to the phone;
 - (ii) Cross-Border Currency Reporting sign (post or surface mounted);
 - (iii) Firearms sign (post or surface mounted);
 - (iii) “You must stop and report sign”.
- Provision of a clear sign listing hours of service (provided and paid for by the owner/operator) if the marina has limited hours of service;
- Provision of unrestricted marina access to the CBSA verification teams to conduct monitoring and verification functions;
- Provision of sufficient lighting and secure docks that ensure the safety of officers and boaters; and
- Provision of a private room/area for the purpose of examinations if requested by an officer.

64. The owner/operator must agree to the above requirements in order to obtain and maintain the marina’s designation status or surrender the designation if those standards are not met. If any of the above requirements are no longer met or if there is a change in ownership, the marina owner/operator must immediately advise the CBSA of the change.

65. In determining the feasibility of granting the request of service, the local CBSA may conduct the following assessments:

- **Risk Assessment** – identifies potential risks that may arise should the change in the requested level of service be implemented;
- **Financial Assessment** – uses a Treasury Board approved costing methodology to determine the full costs and financial implications for implementing a service change;
- **Human Resources Assessment** – examines the human resources impacts associated with implementing a new initiative or a change in service;
- **Facilities/Security Assessment** – explores all operational and functional aspects of facilities redevelopment for new or enhanced facilities;
- **Information Technology Assessment** – identifies any new technological requirements resulting from the new or enhanced level of service;
- **Public Environment Assessment** – examines the impact the change will have on the local community; and
- **Program Impact Assessment** – examines the impact the proposed service delivery change may have on existing programs, services and new initiatives.

66. Local CBSA will work with the Traveller Operations Division in Headquarters to initiate an official Core Service Request (CSR). The CSR process was developed to assist the CBSA in identifying and defining factors considered when approving requests for service. This process is a responsive approach to accessing and approving CSRs in a consistent manner, while taking into account regional operation requirements.

67. All inquiries concerning CBSA requirements for operating a telephone reporting site/marine should be directed to:

Canada Border Services Agency

Traveller Operations Division

Border Operations Directorate

E-mail address: csr-esb@cbsa-asfc.gc.ca

Additional information

68. For more information, within Canada call the Border Information Service at **1-800-461-9999**. From outside Canada call 204-983-3500 or 506-636-5064. Long distance charges will apply. Agents are available Monday to Friday (08:00 – 16:00 local time/except holidays). TTY is also available within Canada: **1-866-335-3237**.

References	
Issuing Office	Program and Policy Management Division Travellers Programs Directorate Travellers Branch
Headquarters File	
Legislative References	<i>Immigration and Refugee Protection Act</i> <i>Customs Act</i> <i>Presentation of Persons (2003) Regulations</i> <i>Reporting of Imported Goods Regulations</i> <i>Immigration and Refugee Protection Regulations</i>
Other References	<i>Canada-United States Accord on Our Shared Border</i> Memoranda D2-5-0 and D2-1-1
Superseded Memorandum D	D2-5-12 dated January 26, 2018