



## U.S. Customs and Border Protection

MEMORANDUM FOR: **<Stakeholder Name>**

FROM: Christopher J. Sullivan  
Director, Alternative Funding Programs  
Office of Field Operations  
U.S. Customs and Border Protection

SUBJECT: Reimbursable Services Program (RSP) Stakeholder Feedback Form

In the first two years of the Reimbursable Services Program (RSP), U.S. Customs and Border Protection (CBP) was able to provide an additional 47,000 CBP officer overtime assignments and opened primary lanes and booths for nearly 133,000 hours at the request of our partners. In total, services provided under this program have accounted for the processing of over 3.3 million passengers and nearly 500,000 personal and commercial vehicles at the participating U.S. ports of entry.

To leverage these program achievements, CBP would like feedback from our stakeholders regarding their experience with the program as a means to strengthen our partnership by improving the RSP. We ask that you complete the feedback request form in the below link using the unique access code provided. A walk-through guide is attached, displaying each screen you will see as you complete the online form.

The unique access code is registered to your organization, and will only allow for one form to be submitted per organization. If you need to save your progress and return to the form at another time, click the "Save and Continue Later" button at the bottom of the page after completing all answers on that page. When you are ready to continue completing the form, use the link and access code below to re-enter the system, and you will pick up exactly where you left off. Please answer every question, and please provide as much detail as possible in the explanation boxes for each question.

**Link:** <https://www.surveymonkey.com/s/AYA9TBD>

**Unique Access Code:** **<Access Code>**

In an effort to devote the time necessary to appropriately review your responses, we ask that you please complete the feedback request by **<Return Date>**.

Attachment:

- RSP Stakeholder Feedback Form – Screenshots.docx