



Canada Border
Services Agency

Agence des services
frontaliers du Canada

March 19, 2008

Ms Mary Anderson
President / I.e. Canada
160 Eglinton Avenue East Suite 300
Toronto, Ontario
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Dear Mary:

I have been away from the office for both business and personal related reasons, and I would like to first apologize for not responding sooner to your letter dated February 20, 2008. Your letter outlines very salient points on our Partners in Protection draft transition strategy and transformation.

In regard to the re-application period, the CBSA's position is to be firm about the time allotted for re-application. However, there will be some flexibility toward applicants that do not meet the minimum-security criteria and submit their application with an Action Plan. We will review any received on a case-by-case basis. We plan to communicate this when the final security profile and memorandum of understanding are available.

I appreciate your concern regarding companies that do not meet the security criteria and who may be cancelled from the PIP program. In cases where the applicant's Security Profile is not completed satisfactorily, we will contact the applicant; inform them what is needed to improve the Security Profile and provide a date by which to respond. During a site assessment, the CBSA will inform the applicant of any discrepancies between the completed Security Profile and the site, and follow up with a written evaluation. Possibly an Action Plan will be developed, depending on how serious an interest the applicant has in addressing the discrepancies.

The issue of staffing has been raised several times. We will use efficiencies where possible. For example, not all members will require site validations. We will recognize those that have had C-TPAT site visits within the past two years. Also, we have developed a performance measurement framework and worked with officers to develop service standards. We are considering a 90-day timeframe, as in C-TPAT. Applications will be processed within two weeks at the headquarters level and within 90 days in the region.

At present, the CBSA systems are not structured for the tiered approach. We will examine more closely the possibility of a tiered approach as part of our future negotiations to fully harmonize PIP with C-TPAT.

We are pleased to note that your last suggestions are already in our plan. For example, we will notify the current members when the Security Profile and Memorandum of Understanding are finalized and on the PIP web site. We will be sending a communiqué about the transition plan to the current members and will remind them that re-application will be mandatory to the modernized program.

We appreciate your response and thank you for your continued support.

Yours truly,

Claude St-Denis
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