

CBSA moves to reduce hours of service at 35 rural ports across Canada without consultation with local communities

Dear community member,

Earlier this summer, we wrote to you to share our concerns regarding a possible reduction of hours of service at rural ports of entry across country. Despite the lack of any official announcement by the Canada Border Services Agency at that time, credible information circulating amongst Border Services personnel suggested CBSA was strongly considering reducing hours of service by the end of the year. Many of you took action, telling CBSA management that such reductions would be harmful to your community, and that this kind of decision should not be taken without first consulting those affected.

We want to thank you for trusting the information we brought forward. Thanks to your actions, CBSA was forced to respond, stating that the Agency was not considering any reduction in hours of service for the current calendar year.

Unfortunately, it is now abundantly clear that the Agency was not being truthful: On November 18, 2024, both [CBSA](#) and [US CBP](#) announced they were aligning hours of operation at 35 land ports of entry across the country — including several in New Brunswick — effectively reducing hours of service at more than a quarter of all land border ports.

It is also clear that the Agency never had any intention of engaging in meaningful consultations with border communities and local stakeholders, despite the significant impact of this reduction in hours of service on families and businesses.

CBSA claims that this reduction in service will “enhance overall security for both countries,” which is nonsense. Closing ports more often does not make the border more secure any more than it improves access for local communities. By restricting personal and commercial cross-border traffic, the Agency risks impacting families, local businesses, industries and community organizations, forcing them to travel further — early in the morning or late in the evening — to access goods and services.

Keeping ports of entry open longer ensures community safety while promoting local economic growth, but evidently the powers that be in Ottawa do not care about what makes sense for rural communities. **New Brunswick communities cannot afford a reduction in service at the border.**

Hours of service will not change until January 6, 2025. **It's not too late to act!**



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If you're concerned about the potentially devastating impact of these changes, **tell your MP and Minister of Public Safety Dominic Leblanc** that **CBSA and the federal government need to reconsider their decision and maintain existing hours of service at affected ports**. If aligning American and Canadian ports is a priority, then any change should maximize hours of service, not reduce them.

We also encourage you to **submit a service complaint** directly with CBSA through their online form.

Finally, **we invite you to visit <https://protectruralroutes.ca/>**: Share your story on how CBSA's service cuts affect you and keep up to date on the latest developments as the fight to protect precious rural border connections continues.

Thank you,

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