

**Admissibility Branch
Vice-President
Cathy Munroe
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**Border and Compliance Programs Directorate
Lorne Lawson, Director General
613-952-8655
Lorne.Lawson@cbsa-asfc.gc.ca**

Commercial Border Policy Division - Joy Aldous, Director, 613-952-9488

Courier Low Value Shipment, Warehouse & Casual Refunds
CSA, eManifest & Release
CSA/FAST Carrier
CSA/FAST Importer Compliance
Highway and Rail Policy and Programs
Air and Marine & ACI Policy and Programs
Postal International & Commercial Vision

Partnership Division - Raymond Bédard, Director, 613-954-6856

OGD legislation - Health, Safety and Security
OGD legislation - Environment and Trade
Prohibited Importations
Food Plant and Animal Programs
Interdepartmental and Intergovernmental Relations

Compliance Management Division - Rachel Auclair, Director, 613-954-9549

AMPS Policy and Program
Compliance and Analysis
Client Services
Post Release Verification

Licensing, Export and Accounting Policy Division - Dan Vrecic, Director, 613-948-3183

Export Process
Duty Free Shop Programs
Entry, Accounting & Adjustment Policy.
Brokers Licensing
Account Security Programs

**People Programs Directorate
Sara Wiebe, Director General
613-954-7282
Sara.Wiebe@cbsa-asfc.gc.ca**

Program Transformation Initiatives Division - David Quartermain, Director, 613-948-3206

Registered Traveller Program Policy
Horizontal Policy, Planning and Liaison
Core Service Review

Air and Marine Division - Marc Gagnon, Director, 613-954-7507

Program Development
Marine Policy and Programs
Air Policy and Programs

Highway and Rail Division - Natasha Alimohamed, Director, 613-941-2371
Highway Policy and Programs
Rail Policy and Programs

Trade Programs Directorate
Mike Jordan, Director General
613-954-6990
MikeR.Jordan@cbsa-asfc.gc.ca

Industrial Products-Anti-Dumping and Countervailing Program Division
Caterina Ardito-Toffolo, Director, 613-954-7390

Operational Policy – Anti-Dumping and Countervailing Program Division
Matthew Sreter, Director, 613-954-7397

Policy Development
Policy Guidance
SIMA Registry and Disclosure
Compliance

Consumer Products – Anti-Dumping and Countervailing Program Division
Randy Jordan, Director, 613-954-7369

Agricultural Products and Foodstuffs
Durable Goods
Recreational Products

Origin and Valuation Division - Anne Kline, Director, 613-954-7338

Valuation Program
Origin Policy and Negotiations
Origin and Valuation Audit
Compliance Services
Harmonized Sale Tax

Tariff Policy Division - Vincent Lo Monaco, Director, 613-941-0096

Trade Incentives and Refunds
Textiles, Apparel and Primary Products
International Nomenclature Development
Program Planning, Policy and Quality Assurance
Duty Deferral
Food, Chemicals, Plastics and Rubber
Transportation, Machinery, Electrical and Specialty Products

Special Projects Division - Peter Boutilier, Director, 613-954-7251

Paper Burden Initiative
Client Service Strategy

Recourse Directorate
Candace Breakwell, Director General
613-960-5015
Candace-Ann.Breakwell@cbsa-asfc.gc.ca

Policy and Planning Division - Stephen Fryer, Director, 613-960-5138

Recourse Policy
Planning and Program Support
Tribunal and Court Appeals

Adjudications Division - Lilia Trombetti, Director, 613-960-5140

**Enforcement
Vice-President
Kimber Johnston
613-952-2531
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**Policy and Program Development Directorate
Caroline Xavier, Director General
613-946-3183
Caroline.Xavier@cbsa-asfc.gc.ca**

Interoperability Division - Lynn Lawless, Director, 613-954-9149

Transportation
Information Management
Documentation

Horizontal Policy and Planning Division - Megan Imrie, Director, 613-952-2728

Audit & Risk Management
National Security Policy
Strategic Analysis & Coordination
Enforcement Policy Management
Strategic Policy
Information Sharing
Special Projects – Intellectual Property Rights Project Office

Program Development Division - Claude St-Denis, Director, 613-948-9740

Commercial Programs
Business Operations Lookouts
Partners in Protection
CSI & Air Cargo

**Intelligence Directorate
Geoff Leckey, Director General
613-948-2094
Geoff.Leckey@cbsa-asfc.gc.ca**

Program Coordination Division - Gaby Duteau, A/Director, 613-957-2735
Strategic Direction Division

National Security Division - Rick Herringer, Director, 613-957-6912

National Security Coordination
Modern War Crimes
Counter Proliferation
Organised Crime
Counter Terrorism
Litigation Management

**Intelligence Development & Field Support - Sébastien Aubertin-Giguère, Director
613-954-7575**

International Networks Support
Organized Crime & Contraband Intelligence
Illegal Migration Intelligence

**Intelligence Risk Assessment & Analysis Division - Ken Lamontagne, Director
613-946-0571**

Current Intelligence
Emerging Risk/Threat

Risk Rules/Indicators
Strategic Risk/CIC Support
Data Exploit/Financial
Open Source/Env Scans

Enforcement Programs Directorate

Peter D. Hill, Director General

613-948-9041

PeterD.Hill@cbsa-asfc.gc.ca

Borders Enforcement Division - Kym Martin, Director, 613-954-7620

Air/Highway
Marine/Rail/Postal
CCA/CBRN

Innovation, Science and Technology

Vice-President

Deirdre Kerr-Perrott

613-946-4884

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Laboratory & Scientific Services Directorate

Diane Keller, Director General

613-954-2200

Diane.Keller@cbsa-asfc.gc.ca

Analytical & Forensic Services - Paul Loo, Director, 613-973-9005

Alcohol & Tobacco
Customs Analysis
Forensic Document Examination
Quality Assurance & Analytical Services
Contraband Analysis

Applied Research & Development - Sylvain Coulombe, Director, 613-954-2207

Math Program
Video Surveillance & Biometrics
Chem/Bio Detection
Electronics & Computer Systems
Non Intrusive Inspection

Science & Engineering Support & Operations - Stephen Disipio, Director, 613-946-0723

Client Services/Business Development
Lab Administration & Finance
Building Services & Health & Safety

eManifest Directorate

Glenda Lavergne, Director General

613-954-2157

Glenda.Lavergne@cbsa-asfc.gc.ca

Stakeholder Consultations & Implementation - A/Jason Proceviat, Director, 613-954-1668

Business Transformation & Integration
Stakeholder Engagement
Project Infrastructure & Integration

Commercial Systems Development Division - Karen Lyon, A/Director, 613-954-0621
AX & Customs Electronic Commerce Platform (CECP) & Internet Portal Development
TITAN & CRSA Development
e-Manifest Procurement Commercial Off-The-Shelf (COTS) software product

**Commercial Business Intelligence Solutions Division - Greg Zawadzki, Director
613-941-0337**
Business Intelligence
BI Development

eManifest Business Design & Development Division - Mike Leahy, Director, 613-954-2241
EDI Reporting
Passage
Portal
Risk Assessment

Major Projects & Systems – Commercial-Interim
Arianne Reza, A/Director General
613-948-1846
Arianne.Reza@cbsa-asfc.gc.ca

Commercial Projects Division - Franco, Germano, Director, 613-954-6343
Advance Interdept. Report. Initiative & OGD Single Window
Container Security Initiative Partnership
Harmonized Risk Scoring & Advance Trade Data
ACI-Phase I & II

**Commercial Systems Production Support Division - Diane Billey, Director
613-954-8599**
AX & CRSA
CECP & Customs Commercial System (CCS) Maintenance
Titan & AMPS

Emerging Projects & Special Programs Division - Greg Zawadzki, Director, 613-941-0337
CBSA Assessment & Revenue Management Project

**Systems Operations & Business Support – Commercial Division - Paul Miller, Director
613-954-6341**
Accelerated Commercial Release Operations Support System (ACROSS)
AMPS, CSA & Export
CCS Maintenance
Electronic Commerce
TITAN Operational Maintenance

Major Projects & Systems - People Directorate
Rachelle May, Director General
613-954-1909
RachelleF.May@cbsa-asfc.gc.ca

Risk Assessment Systems Division - Jo-Anne Drewniak, Director, 613-948-8156
Advance Passenger Information (API) Client Service & Support
API/Passenger Name Record (PNR) Data Integrity
API & PNR Push
API & PNR, PAXIS Development & Testing
Integrated Border Query & Canadian Police Information Centre Web
Land Border Systems Review
Integrated Primary Inspection Line
Interactive Advance Passenger Information

Systems Operations & Business Support – People - Ron Goulet, Director, 613-954-9301

Consolidated Management Reporting Services & Corporate Projects
Intelligence & Enforcement Systems
Integrated Customs System (ICS) & Traveller's Release
Information & Tariff Systems

Travellers Projects & Systems Division - Molly Hay, A/Director, 613-954-1911

4CC Exchange of Biometric Data
Automated Border Clearance / Budget
Global Enrolment Component – Risk Assessment Component – Enrolment & Passage
NEXUS
Temporary Resident Biometric Project

Immigration Systems Division - Annette Gauthier, A/Director, 613-948-9434

Business Integration
Project Development
System Maintenance

People Systems Division - Mary Cox, Director, 613-948-5664

Biometric Border Innovation & Services
Distributed & Common Systems
Enrolment
Passage-Air & Marine
Passage Land

Enforcement Systems Division - Alain Fluet, A/Director, 613-952-3607

Assessment
Custom Query
Data Acquisition
Enforcement
Passenger Information System (PAXIS)

Strategic Planning & Integration

Mike Feniak, Director General

613-948-1838

Mike.Feniak@cbsa-asfc.gc.ca

Architecture Division - Nicole Elmy, A/Director, 613-941-6628

Commercial
OGD Connections
Concepts & Consultations
Corporate & Infrastructure
People
Special Projects and Information Management
Standards & Strategies
Business Modeling Strategic Review

Business Integration Services Division - Christine Maathuis-Quinn, Director

613-954-4537

Financial Services
Contract Coordination & Procurement
Resource Management
Workforce Development & Human Resource Management Services

Planning & Project Governance Division - Eric Alscher, Director, 613-954-7501

Branch Communications & Coordination
Planning
Project Management Office
Release Planning & Testing Coordination

Technology Services Directorate Anne Craig, A/Director General
613-952-1920
Anne.Craig@cbsa-asfc.gc.ca

Corporate Systems & Solutions Division - Marc Lefebvre, Director, 613-948-7125

Administrative Applications
Corporate Applications
ERP Applications
Project Coordination & IT Service Management

Data Management & Data Warehouse Division - Norman Bryon, Director, 613-952-7833

Commercial & Distributed DB Services
Data Analysis & Database Scoping
Data Warehouse & Business Intelligence
Reporting & Business Intelligence Tools
Secure Network
Secure Systems
Travellers & Reporting DB Services

IT Infrastructure & Common Services Division - Chris Reed, Director, 613-941-3999

Common & Framework Components
Deployment & Change Management
Infrastructure, Planning, Engineering, Certification & IT Pre-requisites
Quality Management
Release Management

IT Operations & Client Support Division - Yves Saumure A/Director, 613-952-9636

Configuration Management
HQ IT Client Services
HQ IT LAN Services
Production Support

IT Security, Policies & Strategies Division - James, Morrison, Director, 613-952-6854

Development Centre
IT Continuity
IT Policies & Strategies
IT Security
IT Security Projects

Shared Services Management Division - Ron Duess, A/Director, 613-954-9480

Asset & Contract Management
Relationship Management
Project Coordination, CTO Support & CS Community
Regional IT Planning & Communication

Western Hemisphere Travel Initiative (WHTI)

Bruna Rados, Director General
613-946-6835
Bruna.Rados@cbsa-asfc.gc.ca

Program Development & International Relations Division - Maria Romeo, Director
613-957-1210

Policy Development & International Relations
Enhanced Driver's Licence Development

Operations
Vice-President
Barbara Hébert
613-948-4445
Barbara.Hebert@cbsa-asfc.gc.ca

Operational Services Division - Barry Desormeaux, Director, 613-952-5269

Operational Monitoring and Reporting
Compliance Measurement and Management
Resource and Program Analysis
Designation Services

Operational Preparedness Division - Stuart MacPherson, Director, 613-948-4447

Emergency Preparedness
Officer Safety
Uniform Program
Doubling up Initiative

Operational Programs Directorate

Maureen Tracy, Director General

613 954-6431

Maureen.Tracy@cbsa-asfc.gc.ca

Goods Processing - Elizabeth Childers, Director, 613-952-3659

Commercial Operations
Commercial Compliance
Commercial Initiatives

Olympic and Paralympic Task Force - Brent Patten, Director

International Events Unit

Regional Director Generals

Atlantic - Diane Giffin-Boudreau, 902-426-2914

Quebec - Martin Bolduc, 514-283-6201

Northern Ontario - Richard Comerford, 613-991-0566

Greater Toronto Area - Goran Vragovic (Acting), 905-803-5595

Prairie - Mike Styre, 204-983-3758

Pacific - Blake Delgaty, 604-666-0760

Windsor-St. Clair Region - Pete DiPonio, 519-967-4010

Niagara – Fort Erie Region - Tony Geoghegan (Acting), 905-994-6011

Other Means of Communication

Government Electronic Directory Services (GEDS): provides a directory of federal public servants for all regions across Canada.

The link for GEDS is: <http://sage-geds.tpsgc-pwgsc.gc.ca/>

Border Information Service (BIS): is a computerized, 24-hour telephone service that automatically answers all incoming calls and provides general border services information.

Calls within Canada Toll-free	Service in English 1 800 461-9999 Service in French 1 800 959-2036
TTY within Canada	1 866 335-3237
Calls outside of Canada	Service in English: 204-983-3500 and/or 506-636-5064 Service in French: 204-983-3700 and/or 506-636-5067 Long distance charges apply.

The link for the BIS is: <http://www.cbsa-asfc.gc.ca/contact/bis-sif-eng.html>