



Regular Office Hours

Monday-Friday, 0700-2100
Eastern Time (ET)

Hours of Service for Entrance and Clearance

Inspection services for the entrance/
arrival of aircraft at Frederick Douglass-
Greater Rochester International Airport
are available Monday-Friday, 0730-2000
and Saturday/Sunday, 1130-2000 in
accordance with the port's permission to
land procedures.

Commercial aircraft operators departing
the U.S. must obtain an outbound
clearance by contacting CBP directly.

Contact Information

(585) 263-6293 CBP Rochester Port
(800) 973-2867 SECTOR Communications toll free
(407) 975-1740 SECTOR Communications commercial
rochesternyof@cbp.dhs.gov

Permission to Land Procedures

Pilots must secure permission to land by contacting CBP
two hours prior to departure from the foreign port or
place.

Permission to land is granted with a tolerance of
(+/-) 30 minutes. If your ETA deviates outside
those parameters, Previously granted permission(s)
are invalid and you must contact CBP to re-secure
permission to land.

Inspection Process

- There is no CBP facility at KROC.
- Prior to arrival the pilot or flight service chooses one of two FBO's, AvFlight or US Airports.
- Aircraft should park on the ramp/tarmac by the selected FBO.
- A CBP Officer will meet the aircraft at the selected FBO to begin the inspection.
- Be prepared to present passports, visas, pilot's license, medical certificate, aircraft registration, and user fee decal (if appropriate).
- Regulated waste/garbage will be collected by the FBO from the aircraft crew.
- Passengers can depart directly from the FBO at the conclusion of their inspection.

Special Procedures/Miscellaneous

- Requests for weekend arrivals to include holidays that are observed on Monday must be received by 1630 on the preceding Friday. Requests for Holiday arrivals not occurring or observed on weekends or Mondays i.e. Thanksgiving must be received by 1630hrs on the day prior to the holiday.
- U.S. Airports: Radio: 122.85 1295 Scottsville Rd Greater Rochester International Airport Rochester, NY 14624 Telephone: 585-527-6835 Toll-free: 1-800-433-6870 Fax: 585-527-6837
- Av Flight: 1205 Scottsville Road Rochester, NY 14624 Telephone: 585-235-9040 Fax: 585-235-5816
Email: csrrochester@avflight.com

NOTE: For further detailed information regarding national GA processing standards and procedures,
please refer to the CBP Private Aircraft Arrival Information Document or contact GAsupport@cbp.dhs.gov