Office of Professional Responsibility

Buffalo (Batavia) Service Processing Center

Inspection 2026-001-121

June 23-25, 2026

U.S. Immigration and Customs Enforcement

INSPECTION
of the
BUFFALO (BATAVIA) SERVICE PROCESSING CENTER
Batavia, New York

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FACILITY OVERVIEW

The U.S. Immigration and Customs Enforcement (ICE) Office of Professional Responsibility (OPR) Office of Detention Oversight (ODO) conducted an inspection of the Buffalo (Batavia) Service Processing Center (BSPC) in Batavia, New York, from June 23 to 25, 2026..[1] The facility opened in 1998 and is owned and operated by Akima Global Services. The ICE Office of Enforcement and Removal Operations (ERO) began housing detainees at BSPC in 1998 under the oversight of ERO's Field Office Director in Buffalo (ERO Buffalo). The facility is a dedicated ICE detention facility and operates under Performance-Based National Detention Standards (PBNDS) 2011 (Revised 2016).

ERO has deportation officers assigned full-time to the facility. They are on-site Monday through Friday, from 8 a.m. to 4 p.m. A facility director handles daily facility operations and manages [redacted] support personnel. Akima Global Services provides food services, ICE Health Service Corps provides medical care, and Keefe Commissary Network provides commissary services at the facility. The facility was accredited by the National Commission on Correctional Health Care in August 2024. In May 2024, BSPC was audited for the Department of Homeland Security (DHS) Prison Rape Elimination Act (PREA) and was found DHS PREA compliant.

Capacity and Population Statistics	Quantity
ICE Bed Capacity.[2]	[redacted]
Average ICE Population.[3]	[redacted]
Adult Male Population (as of June 23, 2026)	[redacted]
Adult Female Population (as of June 23, 2026)	[redacted]

During its last inspection in Fiscal Year (FY) 2025, ODO found 18 deficiencies in the following areas: Admission and Release (1); Contraband (1); Custody Classification System (2); Detainee Handbook (1); Grievance System (2); Key and Lock Control (1); Law Libraries and Legal Materials (1); Transportation by Land (3); Use of Force and Restraints (1); and Visitation (5).

[1] This facility holds male detainees with low, medium-low, medium-high, and high security classification levels for periods greater than 72 hours.
[2] Data Source: ERO Custody Management Division Authorized Facility List as of June 18, 2026.
[3] *Ibid.*

INSPECTION PROCESS

ODO conducts the following annual and biennial oversight inspections of ICE detention facilities to assess and rate each facility's compliance with their contractually obligated detention standards as noted in the Facility Overview section above.

- Dedicated facility: ODO conducts annual on-site inspections of dedicated inter-governmental service agreement (IGSA) facilities, contract detention facilities (CDF), family residential centers, and service processing centers.

- Non-dedicated IGSA facility:
  - For facilities with an average daily population (ADP) of 50 or more, ODO conducts biennial on-site inspections.
  - For facilities with an ADP of 50 or less,
    - If the facility has not previously had a rated ODO inspection, then ODO conducts an initial on-site inspection, and
    - If the facility has had an ODO inspection, then the facility completes a biennial ODO-assisted self-inspection process (OASIP).

- U.S. Marshal Service (USMS): USMS CDF and intergovernmental agreement facilities complete biennial OASIPs.

In FY 2025, ODO implemented OASIPs, which replaced the annual Special Review inspections ODO conducted at most low ADP and/or short-term use facilities. This new inspection framework is more reflective of the actual operation demand of facilities with a low ADP and/or short-term use. OASIP inspections focus on facility compliance with detention standard requirements that directly affect detainee life, health, safety, and/or well-being. Facilities have 30 calendar days to complete the OASIP inspection and ODO staff will go on-site for 1 day towards the end of the 30-day inspection window to observe facility conditions, interview ICE detainees, and spot-check the facility's reported findings.[4]

ODO defines a "deficiency" as any violation of detention standards, policies, or operational procedures, as applicable. ODO highlights instances when the facility resolves deficiencies prior to the completion of the ODO inspection as corrective actions. Where applicable, these corrective actions are annotated with a "C" in the *Inspection Findings* section of the report.

Upon completion of each inspection, ODO conducts a closeout briefing with facility and local ERO officials to discuss preliminary findings. ODO shares a summary of these findings with ERO management officials. Thereafter, ODO provides ICE leadership with a final report to: (i) assist ERO in developing and initiating a uniform corrective action plan (UCAP); and (ii) provide senior executives with an independent assessment of facility operations. ODO's findings inform ICE executive management in its decision-making to better allocate resources across the agency's entire detention inventory

[4] When ODO conducts on-site inspections for non-OASIP facilities, the facility is notified 4 weeks before the inspection and ODO is on-site for 2-3 business days conducting the inspection.

FINDINGS BY PERFORMANCE-BASED NATIONAL DETENTION STANDARDS 2011 (REVISED 2016) MAJOR CATEGORIES

PBNDS 2011 (Revised 2016) Standards Inspected[5]	Deficiencies
Part 1 - Safety	
Emergency Plans	0
Environmental Health and Safety	0
Sub-Total	**0**
Part 2 - Security	
Admission and Release	0
Custody Classification System	0
Facility Security and Control	0
Funds and Personal Property	0
Population Counts	0
Post Orders	0
Searches of Detainees	0
Sexual Abuse and Assault Prevention and Intervention	0
Special Management Units	0
Staff-Detainee Communication	0
Use of Force and Restraints	0
Sub-Total	**0**
Part 4 - Care	
Food Service	0
Hunger Strikes	0
Medical Care	0
Personal Hygiene	0
Significant Self-harm and Suicide Prevention and Intervention	0
Sub-Total	**0**
Part 5 - Activities	
Correspondence and Other Mail	0
Trips for Non-Medical Emergencies	0
Marriage Requests	0
Religious Practices	0
Telephone Access	0
Voluntary Work Program	0
Sub-Total	**0**
Part 6 - Justice	
Grievance System	0

[5] For greater detail on ODO's findings, see the *Inspection Findings* section of this report.

Law Libraries and Legal Materials	0
Sub-Total	**0**
Part 7 - Administration and Management	
Detention Files	0
Detainee Transfers	0
Sub-Total	**0**
Total Deficiencies	**0**

DETAINEE RELATIONS

ODO interviewed 24 detainees, who each voluntarily agreed to participate. None of the detainees made allegations of discrimination, mistreatment, or abuse. All detainees reported satisfaction with facility services.

INSPECTION FINDINGS

ODO found no deficiencies during this inspection.

CONCLUSION

During this inspection, ODO assessed the facility's compliance with 28 standards under PBNDS 2011 (Revised 2016) and found the facility in compliance with all 28 standards. Since BSPC's last inspection in October 2024, the facility's compliance with PBNDS 2011 (Revised 2016) has trended upward. BSPC went from 10 deficient standards and 18 deficiencies in October 2024 to no deficient standards and no deficiencies during this most recent inspection. ODO received BSPC's completed UCAP for its last inspection in June 2025, which likely resolved previous deficiencies ODO cited. ODO recommends ERO Buffalo continue to work with the facility in accordance with contractual obligations.

Inspection Results Compared	FY 2025 PBNDS 2011 (Revised 2016)	FY 2026 PBNDS 2011 (Revised 2016)
Standards Reviewed	29	28
Deficient Standards	10	0
Overall Number of Deficiencies	18	0
Priority Component Deficiencies	0	0
Repeat Deficiencies	2	0
Areas Of Concern	0	0
Corrective Actions	0	0
Facility Rating	Acceptable/Adequate	Superior

U.S. Immigration and Customs Enforcement

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