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**Final Report**  
**Survey of NEXUS**  
**Highway Members**



*Prepared for*  
**Canada Border Services Agency**

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*Ce rapport est aussi disponible en français sur demande*

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# 1. EXECUTIVE SUMMARY

## 1.1 BACKGROUND AND PURPOSE

- This survey was commissioned by the Canada Border Services Agency (CBSA) to consult members of its NEXUS Highway program on a range of aspects related to the application process, services received at the border and use of NEXUS lanes when crossing the Canada-US land border.
- This joint initiative of the CBSA and U.S. Customs and Border Protection (CBP) is designed to facilitate quick and secure entry into Canada and the United States for pre-approved low risk-travellers.
  - This program is open to citizens and permanent residents of Canada, and citizens and resident aliens of the U.S. who have resided in either country, or a combination of both countries, for the last three consecutive years (further detail can be found on the CBSA Website <http://cbsa-asfc.gc.ca/prog/nexus/menu-eng.html>).
- The survey was designed to get direct feedback from NEXUS members on their experience of the Program, and their evaluation of its performance, especially in terms of time saved for border clearance, compared to regular processing.
- This survey is one component of a broader evaluation study that will assess various aspects of the Program.

## 1.2 METHODOLOGY

- The survey is based on random telephone interviews with a representative sample of 403 current members of the NEXUS Highway program, between November 5 and 8, 2007.
- The sampling method used a proportionate random process using the CBSA NEXUS member database as the sampling frame.
- To compensate for differences in response rate between groups of members, the sample was weighted by gender, country of residence and length of membership given membership data.
- The survey took an average of 15 minutes to complete and asked questions that dealt with:
  - Reasons for joining the Program;
  - Land border crossing habits;
  - Use of NEXUS lanes;
  - Satisfaction with the application process and services at the border; and
  - Suggestions for improving the Program.

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### 1.3 LIMITATIONS OF THE DATA

- The sample used for analysis can be regarded as statistically representative of the NEXUS membership within a margin of sampling error of +/- 4.9%, 19 times out of 20.
- Results from any survey contain potential errors other than those due to the random sampling process, such as coverage error, measurement error and non-response error.
  - For example, as with all self-reported data, the survey contains the potential for recall bias, lapses in memory and under or over-reporting.
- Consequently, findings (as for any survey) should be interpreted judiciously.

### 1.4 MAIN FINDINGS

- All results for this survey are presented based solely on the weighted sample of respondents, as this sample more accurately represents the NEXUS membership.
- Six out of 10 (61%) respondents were Canadian residents and most (73%) became members to facilitate their border crossings when travelling for pleasure or personal purposes (excluding shopping).
  - The average length of membership was 2.5 years, with nearly half (45%) of respondents having joined the Program this year (2007).
- The feedback received from NEXUS members who participated in the survey can be summarized by the following seven main findings:
  - 1) Members use NEXUS lanes, even when they have goods to declare.
  - 2) The Program meets entirely or for the most part the main expectation of a 'quicker border clearance'.
  - 3) Referrals by officers are perceived as less frequent than before becoming a member.
  - 4) Use of NEXUS lanes saves about 30 minutes compared to regular processing.
  - 5) All aspects of the application process are highly rated.
  - 6) All aspects of the services at the border are highly rated.
  - 7) Overall satisfaction rating with the Program achieved a remarkable level rarely seen with other government services: 96%.

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**1) Members use NEXUS lanes even when they have goods to declare.**

- An overwhelming majority of respondents reported having used a NEXUS lane at least once, when entering Canada (82%) or the U.S. (82%), over the past 12 months.
- Based on the survey, it is estimated that:
  - When a NEXUS member enters Canada or the U.S., the NEXUS lane is used an average of about 7 times out of 10.
  - When a NEXUS member enters Canada or the U.S. with goods to declare, the NEXUS lane is used an average of about 6 times out of 10.
- Of all Canadian residents in the sample, 84% used the NEXUS lane while entering Canada with goods to declare and 42% had signed-up for the Traveller Declaration Card (TDC).
  - Half of Canadian residents using the NEXUS lane while entering Canada with goods to declare had signed-up for TDC, and half had not.

**2) The Program meets entirely or for the most part the main expectation of a ‘quicker border clearance’.**

- Almost all (97%) respondents expected the same basic benefit from enrolling in the Program: quicker border clearance / avoiding line-ups.
  - On average, two benefits were sought when enrolling (43% mentioned at least 2 reasons for joining). When all reasons were combined, “quicker border clearance” was the benefit sought by virtually all members (97%), and a sizeable number was also looking for:
    - Consideration as a low-risk traveller (31%);
    - Reduced questioning by border officers (20%);
    - Assured entry to the U.S. (17%) or Canada (15%); and
    - Reduced frequency of examination by border officers (14%).
- A remarkable 85% of respondents acknowledged that the Program met their main expectation ‘entirely’ (42%) or for the ‘most part’ (43%).
- When asked about any ‘unexpected’ experience with the Program, no major surprises were reported, whether positive or negative. The most frequent mentions were:
  - NEXUS lane access-related issues (17%); and
  - NEXUS lanes faster than expected (18%).

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**3) Referrals by officers are perceived as less frequent than before becoming a member.**

- Nearly half of NEXUS lane users felt that referrals by border officers were now less frequent than before becoming a member, whether when entering Canada (44%) or the U.S. (47%).
  - Only 3% and 8% felt it was more often, respectively, when entering Canada and the U.S.

**4) Use of NEXUS lane saves about 30 minutes compared to regular processing.**

- Almost all respondents reported time savings when using a NEXUS lane, compared to regular processing, whether when entering Canada (92%) or the U.S. (95%), and for almost all, these savings were worth becoming a member.
- Distribution of the time savings reported was concentrated around 30 minutes, with no significant difference between sides of the border.

**5) All aspects of the application process are highly rated.**

- Detailed satisfaction ratings of core aspects related to the application process ranged from 81% to 96%.
- On all aspects, the percentage of 'very' satisfied users far outweighed those who said they were 'somewhat' satisfied, which confirms that members in the survey were really pleased with the service received at the Enrolment Centre.
- Overall, 95% claimed to be satisfied with the application process and the Enrolment Centre:
  - 74% were 'very' satisfied;
  - 21% were 'somewhat' satisfied.

**6) All aspects of the services at the border are highly rated.**

- Detailed satisfaction ratings of core aspects related to services received at the border ranged from 80% to 94%.
  - Again, on all aspects, the percentage of 'very' satisfied users far outweighed the percentage of those who said they were 'somewhat' satisfied, an unambiguous signal of the capacity of this government service to fulfill the needs of its users.



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**7) Overall satisfaction rating with the Program achieved a remarkable level rarely seen with other government services: 96%.**

- 96% of NEXUS lane users claimed to be satisfied with the Program, 'all things considered', a consistent finding throughout the sample.
  - 68% were 'very' satisfied;
  - 28% were 'somewhat' satisfied.
- 87% of NEXUS lane users said that the Program met (67%) or even exceeded (20%) their expectations.
- These findings reflect the time savings and lower frequency of referrals by officers that NEXUS lane users reported, compared to regular processing.

### **1.5 CONCLUDING REMARKS**

- The feedback NEXUS members sent through this survey was quite clear: it shows that the Program is successful in fulfilling the need for quicker border clearance, on either side of the border.
- While some respondents wanted even more access, ratings given to the Program did not highlight areas that require immediate attention or improvements that would have a significant leverage on satisfaction levels.

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## 2. BACKGROUND

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- The Alternate Inspection Service delivery programs of NEXUS<sup>1</sup> and FAST<sup>2</sup> are joint initiatives of the Canada Border Services Agency (CBSA) and U.S. Customs and Border Protection (CBP) which are designed to facilitate quick and secure entry into Canada and the United States for pre-approved, low-risk travellers and commercial goods.
- This report presents the findings of the survey conducted with NEXUS members.
  - As part of the 1995 Canada–US *Accord on Our Shared Border*, the NEXUS Highway pilot project was implemented at the Bluewater Bridge in Sarnia, Ontario/Port Huron, Michigan in November 2000. Since then the Program has been gradually implemented at all major highway crossings between Canada and the U.S.
    - To become a NEXUS member, travellers must:
      - submit an application and go through a registration process;
      - satisfy the eligibility criteria;
      - be admissible into Canada and the United States; and
      - pass risk assessments by both countries.
- This survey is one component of a broader evaluation study that will assess various aspects of the Program.

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<sup>1</sup> *This program is open to citizens and permanent residents of Canada, and citizens and resident aliens of the U.S. who have resided in either country, or a combination of both countries, for the last three consecutive years.*

<sup>2</sup> *FAST supports moving eligible goods across the border quickly and verifying trade compliance away from the border. It is a commercial process offered to FAST-approved importers, carriers, and registered drivers. Findings of the survey with FAST members / drivers were reported separately.*

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## **3. METHODOLOGY**

### **3.1 PURPOSE OF THE SURVEY**

- Overall, the survey results will contribute to an evaluation that will assess the progress that the NEXUS Highway program has made in achieving its expected results.
- More precisely, to measure and explore:
  1. Clients' level of satisfaction and experience with the Program, including the application process and services at border crossings;
  2. Perceived impact of the Program, including the time required to cross the border;
  3. Reasons for joining the Program;
  4. Use of NEXUS lanes when there are goods to declare;
  5. Perceived and realized program benefits and drawbacks;
  6. Suggestions for improving the Program; and
  7. Demographic composition, including border crossing frequency at Canada-US land border crossings.

### **3.2 TARGET POPULATION**

- Current members of the NEXUS Highway program, as recorded in the electronic database of the CBSA.

### **3.3 SAMPLING**

- The sampling method used a proportionate random (probabilistic) process. A sample (names and telephone numbers) of 2,000 members was randomly selected by the CBSA from their database of over 140,000 members (excluding those under 18 years of age). From this list, Créatec randomly selected 923 members who were called for the survey.
  - These members received in advance a letter from the CBSA explaining the purpose of the survey and that the survey would be entirely anonymous.
  - Membership was confirmed by Créatec at the time of the interview, before proceeding with the interview (only 14 individuals out of the 923 contacted for the survey turned out not to be current members at the time of the survey, and did not take part in the survey).

- Because the name of all potential respondents was known before being contacted, no additional random process for selecting the respondent within the household contacted was necessary.
  - The member named on the list was always the person with whom the interview was conducted. When a member was not available over the interview period, no replacement was sought (no proxy allowed).

### 3.4 SAMPLE

- A total of **n = 403 interviews** were completed.
  - This sample size allowed analysis of results only for broad groupings of respondents, such as light vs. heavy users of NEXUS lanes, recent vs. older membership, work status (working vs. not working), and country of residence.
- To compensate for uneven response rates between groups of members, and to allow for descriptive statistics that apply to the entire membership, the sample was weighted (gender, country of residence and year of membership registration) based on the proportion of respondents given by membership data.
- **Table A** presents the distribution of the unweighted and weighted sample by the characteristics used for weighting, with their corresponding margins of sampling error.
  - Note that before weighting, distribution of the raw sample was statistically identical to membership data in terms of gender and country of residence. However, because participation of recent members was much lower compared with more experienced users of the Program, they were under-represented in the survey. Therefore, weighting was particularly useful for balancing the sample on this characteristic and make it more representative of the entire membership.

**TABLE A            DISTRIBUTION OF THE COMPLETED SAMPLE OF NEXUS MEMBERS**

	<b>N</b>	<b>% unweighted</b>	<b>% weighted</b>	<b>% Sampling error (+/-)</b>
<b>Residence</b>				
▪ Canada	257	64	61	6.2
▪ US	146	36	39	8.3
<b>Gender</b>				
▪ Male	198	49	54	7.1
▪ Female	205	51	46	6.9
<b>Year of membership registration</b>				
▪ This year	83	21	45	9.8
▪ Before this year	320	79	55	5.5
<b>TOTAL</b>	<b>403</b>	<b>100</b>	<b>100</b>	<b>4.9</b>

*Note: Numbers of respondents are raw numbers (unweighted). The sample was weighted by gender, country of residence and length of membership. As is standard practice, calculation of the sampling error is based on the number of respondents, assumes that the observed proportion is 50% (maximum margin of error) and uses a confidence interval of 95% (19 times out of 20).*

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### 3.5 STATISTICAL ACCURACY

- Public opinion surveys are not exact measures of perceptions, but only approximations at a certain point in time.
- The sample used for analysis can be regarded as statistically representative of the entire target population **within +/- 4.9%**, 19 times out of 20. The sampling error for smaller sub-groups is somewhat larger.
- However, this 'accuracy' level should not be taken too literally: results from any survey contain potential errors other than those due to the random sampling process, such as coverage error, measurement error and non-response error. As with all self-reported data, the survey contains the potential for recall bias, lapses in memory and under or over-reporting (e.g., frequency of using NEXUS lanes in the past 12 months).
- Every feasible effort was made to obtain a response and reduce error. However, the reader should be aware that some error is inherent in all research.

### 3.6 RESPONSE RATE

- Where necessary a total of 8 call-backs were made before an individual was deemed to be non-contactable, without replacement.
- A 54% response rate was achieved, calculated according to MRIA standards (see **Table B** on the following page)<sup>3</sup>.

### 3.7 QUESTIONNAIRE

- The questionnaire was the result of a collaborative effort between Créatec and the CBSA, and was pre-tested before going into the field (pre-test interviews were not kept in the final survey data base).
- The interviews averaged 15 minutes in length.
- Overall satisfaction and satisfaction ratings with the application process and services at the border were measured using the Common Measurement Tools (CMT) recommended by the Treasury Board Secretariat for surveys related to the Service Improvement Initiative.

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<sup>3</sup> *The Marketing Research Intelligence Association (MRIA) is a Canadian not-for-profit association representing the market intelligence and survey research industry, including social research, competitive intelligence, data mining, insight, and knowledge management. <http://www.mria-arim.com>*

**TABLE B ADMINISTRATIVE REPORT OF CONTACTS AND RESPONSE RATE\***

	<b>Frequency</b>	<b>Total</b>
<b>Total Numbers in the Sample</b>		923
<b>INVALID NUMBERS</b>		167
▪ Not in service, fax/modem, business/non-residential	120	
▪ Wrong number (not the right number)	47	
<b>UNKNOWN (U)</b>		90
▪ Busy, no answer, answering machine**	60	
▪ Language problem	3	
▪ Illness, incapable	4	
▪ Household refusal	23	
<b>INELIGIBLE (I)</b>		
▪ Not a NEXUS member	14	14
<b>ELIGIBLE (E)</b>		249
▪ Selected respondent not available (long absence or call back failed)	214	
▪ Respondent refusal	30	
▪ Qualified respondent break-off (incomplete)	5	
<b>COMPLETED INTERVIEWS (C)</b>		403
<b>RESPONSE RATE: <math>RR = C / [(ER*U) + C + E]</math></b>		<b>54%</b>
<b>ELIGIBILITY RATE: <math>ER = (C + E) / (C + E + I)</math></b>		<b>98%</b>

\* Presented as per Marketing Research and Intelligence Association (MRIA) standards.

\*\* For a number to be considered "No answer", there must be no answer at the number throughout the period of data collection. Thus, for example, an appointment for which there is no answer when called back must be considered "Call-back not completed" and not "No answer".

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### 3.8 DATA COLLECTION

- Créatec programmed the questionnaire in English and French on its computer–assisted–telephone–interviewing (CATI) system.
- Bilingual interviews took place simultaneously across all regions, between **November 5 and 8, 2007**.
- As for all surveys conducted by the Government of Canada (regulated by the *Privacy Act*), respondents were informed of the following: the auspices under which the survey is being conducted, that participation is voluntary, that all information collected remains completely confidential, how the information will be used, and how the results can be accessed.
  - All respondents were also told that the survey was registered with the national survey registration system. If asked, the interviewer provided the respondent with information on how to verify this registration.

### 3.9 DATA ANALYSIS

- Interpretation was based on descriptive, univariate analysis of the data. Data analysis primarily contrasted the total (overall average) with key groupings of respondents (frequency of land border crossings, frequency of NEXUS lane usage, main reason for joining the Program, country of residence, levels of satisfaction with the Program and its services, and working status).
- A set of detailed computer tables, cross-tabulating answers by employment status, gender, frequency of land border crossings, frequency of NEXUS lane usage, levels of satisfaction, main reason for joining the Program and country of residence, was produced under separate cover. Summary Tables were built and incorporated into this report (see the Summary Tables Section 5).
- The objective throughout was to clearly identify any sub-groups that were significantly above and below the sample average.
  - However, when differences by some sub-groups or a particular demographic variable are examined in isolation, it should always be borne in mind that this variable may be correlated with one or even several other variables and that after having taken into consideration their interaction, the importance of the variable may be greatly reduced, to the extent that it is no longer significant.

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- In order to determine the real importance of the relationship of one variable to behaviour (for example), other more appropriate analyses must be undertaken, including those used to detect interaction between, and net effects of, variables (e.g., Logit Analysis).
  - Therefore, the demographic differences outlined in this report should be interpreted judiciously. Nevertheless, knowledge of the overall differences will help facilitate understanding of the attitudes and behaviour of NEXUS members.
  - All descriptive and univariate results for the survey with NEXUS members are presented based solely on the weighted sample, as this sample more accurately represents the NEXUS membership. Percentages over .5 are rounded up.



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## **4. DETAILED FINDINGS**

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## 4.1 ABOUT THIS REPORT

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### OVERALL ORGANIZATION

- In order to provide clear and consistent analysis of the large quantity of information presented in this report, the following approach was used:
  - Each Section of the Detailed Findings begins with a summary of the questions asked of respondents and addressed in the Section.
  - In each Section, overall findings based on the entire sample or the particular segment of respondents which was asked the questions (e.g., members who used NEXUS lanes when entering Canada over the past 12 months) are highlighted first, with a reference to the corresponding table(s) in the Summary Tables Section where further detail can be found.
  - Then, sub-groups whose results were most significantly above and below the overall sample average are presented. When more than two sub-groups showed a significant deviation from the sample average, at the 95% confidence level, a table showing only these sub-groups is presented.
- The following profiles were considered in the analysis :
  - Working status (2 groups – working vs. not working)
  - Country of residence (2)
  - Frequency of crossing the Canada-US land border (2 – light vs. heavy)<sup>4</sup>
  - Frequency of using NEXUS lanes when crossing the border (2 – light vs. heavy)
  - Overall satisfaction with the Program (2 – very vs. not very)
  - Satisfaction with the Enrolment Centre (2 – very vs. not very)
  - Main reason for joining the Program (2 – pleasure/personal vs. other reasons)
  - Meeting of expectations (2 – met entirely vs. not met entirely)
  - Length of membership (2 – less than 2 years vs. 2 years or more)
- The Table of Contents was designed to allow navigation through the sections and sub-sections in the same order as the interview sequence.
- The Summary Tables Section, with its own Table of Contents, regroups all the findings into an easy-to-read tabular format. Some specific tables were inserted in the body of the text to add clarity.

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<sup>4</sup> Over the past 12 months, through any land border crossing.

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## STATISTICAL NOTES

- Throughout the report, percentages may not always add to 100% due to rounding. For questions with multiple responses allowed, percentages will not total 100% and therefore should not be added.
- Throughout the tables in the Summary Tables Section, numbers in (N) refer to the number of cases (survey respondents) on which percentages have been calculated (sample base) for a specific analysis.
- In reporting percentages, "<1%" indicates that at least one respondent was included in the category while "0%" means no one was included in the category.
- In reporting differences, the terms "statistically" or "significant" are used to qualify the result of a statistical test (CHI2 or T-Test with type I error of less than 0.05 and at a 95% confidence interval). For example, a "significant difference" means that the observed difference was probably "real" and not due to chance.

*All descriptive and univariate results are presented based solely on the weighted sample. Percentages over .5 are rounded up.*

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## 4.2 ABOUT THE RESPONDENTS

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- A total of **403** questionnaires were completed including 257 (6/10) by Canadian residents and 146 (4/10) by American residents.
  - 371 questionnaires were completed in English (9/10) and 32 (1/10) in French.
- In the Summary Tables Section (Section 5), **Table 1** shows the characteristics of the weighted sample of NEXUS members who took part in the survey.
- As can be seen, the largest regions of residence represented in the survey were Ontario (24%) and B.C. (20%); Quebec represented 13% and all other provinces, less than 3%.
  - Michigan (11%), New York (11%) and Washington (11%) were equally represented in the sample, while all other states accounted for 8%.
- Two-thirds (65%) were working, most often for a company or organisation (44%) and a sizeable number (21%) were self-employed.
  - One in four respondents (27%) reported being retired.
- There was a balance between males (54%) and females (46%) who responded to the survey.
- The largest group in terms of year of enrolment in the Program (45%) was this year (2007)<sup>5</sup>.
  - The average length of membership was 2.5 years.
- In terms of main purpose for travelling with the NEXUS program, the vast majority of members who responded to the survey (73%) claimed it was for pleasure or personal reasons (excluding shopping).
  - Business or job-related reasons was the main purpose for 22%, while shopping was the primary purpose for 4%.
  - There was no significant difference in main purpose for travelling with the Program across the various groupings used for analysis.

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<sup>5</sup> *Note that before weighting, distribution of the raw sample was statistically identical to membership data except for year of enrolment. Because participation of recent members was much lower compared with more experienced users of the Program, they were under-represented in the survey (21% of the unweighted sample vs. 45% in the membership database). Therefore, weighting was particularly useful for balancing the sample on this characteristic and make it more representative of the entire membership.*

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## 4.3 MOTIVATION TO ENROL

This section examines the benefits sought in joining the Program, if the Program met expectations and if experience with the NEXUS program resulted in any unexpected benefits or drawbacks.

### BENEFITS SOUGHT

- Respondents were asked what one reason had the greatest influence in their decision to become a NEXUS member (see **Table 2** in the Summary Tables Section for further detail).
- Overall, **90%** of respondents claimed that “quicker border clearance, avoid line-ups” was the reason that had the greatest influence on their decision to enrol.
  - On average, two benefits were sought when enrolling (43% mentioned at least 2 reasons for joining).
  - When all reasons were combined, “quicker border clearance” was the benefit sought by virtually all members (97%), and that a sizeable number were also looking for:
    - “Consideration as a low-risk traveller” (31%);
    - “Reduced questioning / interaction with border officers” (20%);
    - “Reduced frequency of examination by border officers” (14%);
    - “Assured entry to the U.S.” (17%) or Canada (15%).
- The table below highlights the main significant differences.

<p><b>Q1.5</b> Among the following, what one reason had the <u>greatest</u> influence on your decision to become a NEXUS member?</p> <p><b>Q1.6</b> Were there <i>OTHER</i> important reasons in your decision to become a NEXUS member?</p>	<p><b>Was an important reason %</b></p>	<p><b>Main differences</b></p>
<ul style="list-style-type: none"> <li>▪ Quicker border clearance (IF NEEDED: i.e., avoid line ups)</li> </ul>	<p>97</p>	<p>None</p>
<ul style="list-style-type: none"> <li>▪ Consideration as a low-risk traveller (IF NEEDED: i.e., by government, border agencies, border officials etc.)</li> </ul>	<p>31</p>	<p><u>Least likely to be sought by:</u> those who were not ‘very’ satisfied with the Enrolment Centre</p>
<ul style="list-style-type: none"> <li>▪ Reduced questioning / interaction with border officers</li> </ul>	<p>20</p>	<p><u>Least likely to be sought by:</u> those who did not use a NEXUS lane when entering the U.S. ; not ‘very’ satisfied with the Program</p>
<ul style="list-style-type: none"> <li>▪ Assured entry to the U.S.</li> </ul>	<p>17</p>	<p>None</p>

Q1.5 Among the following, what one reason had the greatest influence on your decision to become a NEXUS member?	Was an important reason %	Main differences
Q1.6 Were there OTHER important reasons in your decision to become a NEXUS member?		
<ul style="list-style-type: none"> <li>▪ Assured entry to Canada</li> </ul>	15	<u>Least likely to be sought by:</u> those with main purpose for travelling with NEXUS program was not pleasure / personal reasons
<ul style="list-style-type: none"> <li>▪ Reduced frequency of examination by border officers</li> </ul>	14	None
<ul style="list-style-type: none"> <li>▪ Other</li> </ul>	1	None
<ul style="list-style-type: none"> <li>▪ None of these reasons were important</li> </ul>	1	None

- When asked, a remarkable **85%** of respondents acknowledged that the NEXUS program met their expectations 'entirely' (42%) or 'for the most part' (43%).
- Those who used a NEXUS lane over the past 12 months and were 'very' satisfied with the Program or with the Enrolment Centre were the most likely to acknowledge that their main expectation for joining the Program was 'entirely' met.
  - To the contrary, the least likely to acknowledge that their main expectation was 'entirely' met were heavy users of a NEXUS lane and those who were not totally satisfied with the Program, as shown in the table below.

Q1.7 You said that <Read main reason at Q1.5> was the most important reason in your decision to become a NEXUS member. To what extent did the NEXUS program meet this expectation you had? Would you say entirely, for the most part, only in part, or not at all?			
<b>Main expectation was <u>entirely</u> met</b>			
42% of all respondents acknowledged that their main expectation for becoming a NEXUS member was entirely met by the Program.			
Least likely to acknowledge		Most likely to acknowledge	
<ul style="list-style-type: none"> <li>▪ Not 'very' satisfied with the Program</li> <li>↳ Enrolment Centre</li> </ul>	25% 25%	<ul style="list-style-type: none"> <li>▪ Very satisfied with the Program</li> <li>↳ Enrolment Centre</li> </ul>	55% 48%
<ul style="list-style-type: none"> <li>▪ Heavy users of a NEXUS lane (6 times or more)</li> <li>↳ When entering Canada</li> <li>↳ When entering the U.S.</li> </ul>	37% 38%	<ul style="list-style-type: none"> <li>▪ Did not use a NEXUS lane when entering Canada when entering the U.S.</li> </ul>	48% 47%

- These findings suggest that the vast majority of members had their main expectation for enrolling (i.e. quicker border clearance) fulfilled by the Program, at least for the most part.

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## UNEXPECTED OUTCOMES

- **34%** of respondents reported to have experienced unexpected drawbacks with the NEXUS program.
  - When asked what were these “unexpected” drawbacks, access-related issues (17%) were the type of drawbacks most frequently mentioned (multiple response allowed):
    - NEXUS lanes not accessible (8%);
    - Limited opening hours (7%);
    - New rules / not informed (4%);
    - Line-ups (4%).
  - Without surprise, the most likely to have experienced an ‘unexpected’ drawback were those not ‘very satisfied’ with the Program or the Enrolment Centre.
- **21%** of respondents reported unexpected benefits with the NEXUS program.
  - For those who experienced “unexpected” benefits, the most frequently mentioned aspects related to quicker border clearance, which confirm that this is the key driver to join the Program:
    - Very fast / saves time: 18%
    - Less questions: 3%
    - No line-ups: 2%
- These findings confirm that main expectations for joining were fulfilled, and no important unexpected result of joining or using the Program was experienced, whether positive or negative.



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## 4.4 THE NEXUS EXPERIENCE

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*This section focuses on the frequency of border crossings and use of NEXUS lanes, when entering Canada and the U.S. and reasons for not always using NEXUS lanes.*

### LAND BORDER CROSSING

- Unsurprisingly, findings indicate that almost all NEXUS members have entered Canada or the U.S. through a land border crossing at least once over the past 12 months, and that a sizeable proportion did so quite often.
- **93%** of respondents reported having entered Canada at least once, over the past 12 months, through a U.S.-Canada land border crossing.
  - In fact, nearly half crossed the land border more than 10 times over the past 12 months to enter into Canada (46%).
- The same proportion of respondents (**92%**) reported having entered the U.S. at least once over the past 12 months, with nearly half (46%) having done so more than 10 times, through a U.S.-Canada land border crossing.
- Note that overall satisfaction with the Program and older membership (2 years or more) were positively linked with frequency of crossing the U.S.-Canada border by land.

### NEXUS LANE USAGE

- **82%** of respondents reported having used a NEXUS lane when entering Canada at a land border crossing, at least once over the past 12 months.<sup>6</sup>
  - In fact, 32% of respondents used a NEXUS lane more than 10 times over the past 12 months when entering Canada.
- For the same period, the same proportion of respondents (82%) reported using a NEXUS lane at least once and 35% said they used it more than 10 times, while entering the U.S. at a land border crossing.
- These findings suggest the usage of NEXUS lanes was statistically the same, whether entering Canada or the U.S.
  - They also suggest that when crossing a land border with a NEXUS lane, this lane is used, on average, in about 7 crossings out of ten, whether entering Canada or the U.S. (see next Table).

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<sup>6</sup> 87% of respondents said they had ever used a NEXUS lane.

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- The following table summarizes the main findings related to the use of a NEXUS lane.

Over the past 12 months	When entering (403)	
	Canada %	US %
<b>Crossed the border at any U.S.-Canada land border crossings</b>		
▪ At least once	93	92
▪ More than 10 times	46	46
▪ Never	7	8
<b>Used the NEXUS lane</b>		
▪ At least once	82	82
▪ More than 10 times	32	35
▪ Never	18	18
<b>NEXUS lane usage ratio*</b>	.69	.76

\* *Note: this ratio is obtained by dividing the percent of respondents who crossed the land border more than 10 times by the percent of respondents who used the NEXUS lane more than 10 times. It provides a rough indication of usage intensity. For example, a ratio of .7 indicates that for 10 land border crossings, the NEXUS lane was used at 7 occasions.*

#### REASONS FOR NOT USING THE NEXUS LANE

- When asked about the main reason for not using a NEXUS lane, if this happened, the feedback received confirmed that access-related issues were the main barrier, not service-related issues, as shown in the table below.
  - Reasons for not using a NEXUS lane were statistically identical, whether entering Canada or the U.S. except that when respondents had goods to declare, they were slightly more likely not to use a NEXUS lane when entering Canada (13%) vs. the U.S. (5%)

Why a NEXUS lane was not used	When entering (403)	
	Canada %	US %
▪ Not all passengers were NEXUS members	26	25
▪ NEXUS lane closed	24	28
▪ Goods to declare	13	5
▪ No NEXUS lane at that border	6	4
▪ Line-ups	4	4

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## USE OF A NEXUS LANE WITH GOODS TO DECLARE

*Respondents were also asked about their usage of a NEXUS lane when they had goods to declare. Note that a majority (61%) of members in the survey were Canadian residents, living in Canada.*

- **63%** of those who entered Canada through a land border crossing in the past 12 months said they had goods to declare, at least occasionally (19% often); almost half (46%) of them were Canadian residents and a minority (21%) of these Canadian residents had signed-up for the Traveller Declaration Card (TDC).
  - 38% said that when they had goods to declare, they used a NEXUS lane at least occasionally (20% often).
  - Based on these findings, it is estimated that when entering Canada with goods to declare, almost 6 out of ten members are using a NEXUS lane, at least occasionally.
- **38%** of those who entered the U.S. through a land border crossing in the past 12 months said they had goods to declare, at least occasionally (6% often); 25% of them were Canadian residents and a minority (10%) of these Canadian residents had signed-up for TDC.
  - 22% said that when they had goods to declare, they used a NEXUS lane at least occasionally (10% often).
  - Based on these findings, it is estimated that when entering the U.S. with goods to declare, almost 6 out of ten members are using a NEXUS lane, at least occasionally – the same ratio as when entering Canada with goods to declare.

## USAGE OF THE NEXUS HIGHWAY CARD FOR MARINE AND AIR BORDER CROSSINGS

- **45%** of all respondents said they were aware they could also use their NEXUS Highway membership card to cross the border by air as well as by marine routes.
  - 17% reported having ever used their NEXUS Highway card for an air border crossing and 9% for a marine border crossing.
- The next two tables highlight the main significant differences. As can be seen, Canadian residents were much more aware than their American counterparts that they could use their NEXUS Highway card with other modes of transportation, and in fact they did use it.
  - Worth mentioning is the reverse link between length of membership and usage of the NEXUS card to cross the border by air: older membership (2 years and over) was linked with lower usage of air border crossing with the NEXUS card.
  - To the contrary, there was a positive link between non-personal reasons for joining the Program and usage of the NEXUS card to cross the border by air.

Q1.10 Based on what you know, can you use your NEXUS Highway membership card to cross the border by land, marine as well as air?			
<b>Yes</b>			
45% of all respondents said they were aware that they can use their NEXUS Highway card to cross the border by land, marine as well as by air.			
Least likely to know		Most likely to know	
▪ American residents	31%	▪ Main purpose for travelling with NEXUS is <u>not</u> pleasure / personal reasons	58%
▪ Membership 2 years or more	36%	▪ Canadian residents	54%
▪ Main purpose for travelling with NEXUS is pleasure / personal reasons	40%		
▪ Heavy NEXUS lane users (6+)			
↳ when entering the U.S.	41%		
↳ when entering Canada	43%		

Q1.11 Have you used your NEXUS card to cross the border by the following modes?			
<b>Yes by air Yes by marine</b>			
17% and 9% of all respondents, respectively, said they use their NEXUS Highway card to cross the border by air and marine routes			
Least likely to use card		Most likely to use card	
▪ <u>Air</u> ↳ American residents	4%	▪ <u>Air</u> ↳ Main purpose for travelling with NEXUS program is not pleasure / personal reasons	26%
↳ Membership 2 years or more	9%	↳ Canadian residents	24%
▪ <u>Marine</u>	None	▪ <u>Marine</u>	None

## REFERRAL BY BORDER SERVICES OFFICERS

Those who used a NEXUS lane over the past 12 months were asked how often they were referred by a border services officer to have their belongings examined or to answer further questions, and how this compared to before becoming a member.

- **33%** of those who entered Canada using a NEXUS lane were referred at least once by an officer, over the past 12 months.
  - Comparatively, significantly more NEXUS lane users were referred by officers when entering the U.S. (**46%**).

- Nearly **half** of NEXUS lane users felt referrals by officers were now less frequent than before becoming a member, as shown in the next table. Only a few felt this happened more often now.
- These findings suggest that the use of a NEXUS lane had a favourable impact for a sizeable group of its users, although an almost equal number did not perceive any difference.

Over the past 12 months	When entering using a NEXUS lane	
	Entering Canada (340) %	Entering the U.S. (345) %
▪ <b>Was referred by an officer</b>		
↕↕ At least once	33	46
↕↕ Often	2	4
▪ <b>Compared to before becoming a member</b>		
↕↕ About the same	46	40
↕↕ Less often now	44	47
↕↕ Can't say / Dk-na	6	5
↕↕ More often now	3	8

#### FREQUENCY OF TRAVELLER DECLARATION CARD (TDC) SIGN-UP

Members (n=257 / 61%) who were Canadian residents were asked a few additional questions on the Traveller Declaration Card (TDC).

- **42%** said that they signed-up for TDC.
  - Significantly more often those who were 'very' satisfied with the Program (50%) than others (32%).
  - Also, those who joined the Program mainly because they cross the land border for personal / pleasure purposes were more likely to have signed-up for TDC (50%) than others (27%).
- Most (62%) of those (n=107) who signed-up for TDC submitted a completed card at least once (6% more than 5 times) over the past 12 months (38% did not).
  - Most (79%) of those who signed-up for TDC used the NEXUS lane while entering Canada with goods to declare over the past 12 months (21% did not).
  - Of all Canadian residents in the sample, about half (46%) reported to have signed-up for TDC and most (84%) used the NEXUS lane while entering Canada with goods to declare.
    - Half of Canadian residents using the NEXUS lane while entering Canada with goods to declare had signed-up for TDC (half had not).

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- 
- When asked, most (61%) of those who signed-up for TDC and crossed the border over the past 12 months reported that applicable taxes were never charged to their credit card after submission.
  - Most (53%) of those who did not sign-up for TDC (n=111) did not know what TDC stood for.
  - Based on these findings, it is estimated that 26% of all Canadian residents submitted a completed TDC at least once over the past 12 months, when crossing a U.S.-Canada land border.

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## 4.5 SATISFACTION WITH THE APPLICATION PROCESS

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*In addition to rating their overall satisfaction with the Enrolment Centre, respondents were asked to rate six core aspects of the application process, using the approach and the 5-point scale recommended by the Common Measurement Tool (CMT) of the Treasury Board.*

*Table 8 in the Summary Tables Section presents detailed levels of satisfaction with the various aspects related to the application process. Top two box scores reflect satisfaction; top two bottom scores reflect dissatisfaction.*

### DETAILED RATINGS

- Satisfaction ratings ('very' and 'somewhat' percentages combined) of aspects related to the application process ranged **from 81% to 96%**, very consistently across the various groupings used for analysis.
  - Highest levels went to the clarity of NEXUS Guides and Application forms (96%), and to completeness of information about the Program received from officers at the Enrolment Centre (95%).
  - Lowest (but still remarkable) level went to the time it took to receive the letter of invitation for coming to the Centre (81%).
  - Note that on every aspect, the percentage of 'very' satisfied respondents far outweighed the percentage of the 'somewhat' satisfied, which confirms that members in the survey were really pleased with the service received at the Enrolment Centre.

### OVERALL SATISFACTION

- Overall satisfaction ('very' and 'somewhat' percentages combined) was very highly rated: **95% claimed to be satisfied** (74% were 'very' satisfied and 21% 'somewhat satisfied').
  - No significant differences across the various groups of respondents were observed.
- These findings indicate that the application process and experience at the Enrolment Centre are not areas requiring immediate attention or improvements. To the contrary, they are likely to have contributed to the very positive views about the Program itself.

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## 4.6 SATISFACTION WITH SERVICES AT THE BORDER

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Users of NEXUS lanes were asked to rate NEXUS services received when entering Canada or the U.S. on the following aspects:

- ↖ ↗ Convenient location of NEXUS lanes and booths;
- ↖ ↗ Time it takes for border clearance;
- ↖ ↗ Frequency of referrals by officers;
- ↖ ↗ Friendliness of the automatic NEXUS card reader;
- ↖ ↗ Time saved on a typical border crossing when using a NEXUS lane; and
- ↖ ↗ Overall satisfaction with the Program.

Further detail can be found in **Tables 9-11** in the Summary Tables Section.

### DETAILED RATINGS

- Satisfaction ratings ('very' and 'somewhat' percentages combined) of aspects related to the NEXUS experience at the border **ranged from 80% to 94%**.
- Ratings tended to be slightly more positive for the NEXUS experience when entering Canada than for entering the U.S. but by all means, it was a very positive experience in either side of the border.
  - American residents gave better scores than Canadian residents to all aspects of services received on either side of the border.
- Again, on every aspect surveyed, the percentage of 'very' satisfied respondents far outweighed the percentage of 'somewhat' satisfied respondents, which is a clear indication that services received at the border when using the NEXUS card were very favourably perceived.
- Highest levels of satisfaction ('very' and 'somewhat' percentages combined) went to the time taken for border clearance (94%) and the frequency of referrals by officers (91%) when entering Canada.
  - Other findings confirm quite clearly that the impact of the Program on the time needed for border clearance and referrals by officers was favourable and significant.
- Lowest level went to the location of NEXUS lanes when entering the U.S. (80%).



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## TIME SAVED USING NEXUS LANES

*After being asked to rate services at the border, including the time it takes to clear the border, NEXUS lane users were specifically asked how much time they saved using a NEXUS lane, on a typical border crossing, compared to regular processing.*

- Almost all NEXUS users reported time savings when using the NEXUS lanes:
  - 93% of those using them when entering Canada;
  - 95% of those using them when entering the U.S.
- On average, respondents estimated their time savings just slightly above **30 minutes**:
  - 32 minutes when entering Canada;
  - 36 minutes when entering the U.S.
  - These differences between sides of the border are not statistically significant. In fact, the time savings median<sup>7</sup> was identical (30 minutes) for either side of the border.
  - For almost all users of NEXUS lanes, these time savings at the border are worth becoming a member (93% when entering Canada, 96% when entering the U.S.)
- These findings confirm that the impact of the Program on the time it takes for border clearance is favourable and significant.

## OVERALL SATISFACTION WITH THE NEXUS PROGRAM

*Participants were asked to rate their overall satisfaction with the NEXUS program on a 5-point scale. They were also asked how the Program fulfilled their expectations.*

- Overall satisfaction was rated very highly: **96% claimed to be satisfied** (68% were 'very' and 28% were 'somewhat' satisfied), a high level rarely seen with other government services (federal, provincial or territorial).
  - High satisfaction was consistently observed throughout the various groups of NEXUS users including; light and heavy users gave similar satisfaction ratings.
  - Note that **87%** of NEXUS users said that the Program **met** (67%) or even **exceeded** their expectations (20%); for 11% the Program fell short of their expectations.
- Again, these findings indicate that there are no important gaps in members' expectations that need to be addressed or require immediate attention.

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<sup>7</sup> Value that splits the sample in two halves: half of users estimated that their time savings were at least 30 minutes, others felt it was less.

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## SUGGESTIONS FROM PARTICIPANTS

*The survey finally asked NEXUS lane users what one or two things could be done to improve the Program (see **Table 11** in Summary Tables section for further detail).*

- Final comments indicated that, while already very satisfied with the Program, most had suggestions for improvements, mainly related to access of lanes; they ended the survey saying they wanted more, not better service:
  - Longer opening hours (22% - not specified if associated to the Enrolment Centre or NEXUS lane/booth);
  - NEXUS lane/booth more conveniently located (21%); and
  - More rigorous exclusion of regular traffic (17%).

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## **5. SUMMARY TABLES**

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**TABLE 1 GENERAL PROFILE OF THE NEXUS MEMBERS WEIGHTED SAMPLE**

<i>All figures based on percentage of total sample</i>	N	TOTAL (403) %
<b>Country of residence (Q1.3)</b>		
▪ Canada	257	61
▪ United States of America	146	39
<b>Employment status (Q6.1)</b>		
▪ Employed by a company or organization (private sector, public sector, NGO)	166	44
▪ Retired	119	27
▪ Self-employed	89	21
▪ Student	4	1
▪ Other (including homemaker, unemployed)	22	6
▪ Refused	3	<1
<b>Gender (Q6.2)</b>		
▪ Male	198	54
▪ Female	205	46
<b>Language of interview (Q6.3)</b>		
▪ English	371	92
▪ French	32	8
<b>Region (Q6.4)</b>		
<b>CANADA</b>		
▪ Ontario	100	24
▪ BC	93	20
▪ Québec	49	13
▪ Prairies	8	2
▪ Atlantic	1	<1
<b>UNITED STATES</b>		
▪ Washington	45	11
▪ New York	44	11
▪ Michigan	38	11
▪ Other U.S.	25	8
<b>When enrolled (Q1.2)</b>		
▪ This year	83	45
▪ Last year	68	26
▪ Before 2006	229	27
▪ Dk/Na	23	3
▪ Average length of membership (year-month)	2 years 6 months	
<b>Main reason for enrolling (Q1.4)</b>		
▪ Business	48	12
▪ Work / job	43	10
▪ Education / study reasons	6	1
▪ Shopping	18	4
▪ Pleasure or personal reasons (vacation / tourism, visiting family or friends, etc.)	287	73
▪ Can't say / Dk/Na	1	<1

**Note:** Reading down the columns, the percentage of all respondents totals 100%. For further detail see 'statistical notes' in Section 4.1.

**TABLE 2 MAIN BENEFIT SOUGHT IN JOINING THE PROGRAM**

<i>All figures based on percentage of total sample</i>		<b>N</b>	<b>TOTAL (403) %</b>
<b>Q1.5 Among the following, what one reason had the <u>greatest</u> influence on your decision to become a NEXUS member?</b>			
▪	Quicker border clearance (IF NEEDED: i.e., avoid line ups)	362	90
▪	Consideration as a low-risk traveller (IF NEEDED: i.e., by government, border agencies, border officials etc.)	19	4
▪	Reduced questioning / interaction with border officers	10	2
▪	Assured entry to the U.S.	5	1
▪	Reduced frequency of examination by border officers	3	1
▪	Assured entry to Canada	3	1
▪	None of these reasons were important	1	1
<b>Q1.6 Were there OTHER important reasons in your decision to become a NEXUS member? (Multiple responses) *</b>			
▪	Quicker border clearance (IF NEEDED: i.e., avoid line ups)	392	97
▪	Consideration as a low-risk traveller (IF NEEDED: i.e., by government, border agencies, border officials etc.)	120	31
▪	Reduced questioning / interaction with border officers	81	20
▪	Assured entry to the U.S.	68	17
▪	Reduced frequency of examination by border officers	58	14
▪	Assured entry to Canada	57	15
▪	Other	4	1
▪	None of these reasons were important	1	1
<b>Q1.7 You said that &lt;Read main reason at Q1.5&gt; was the most important reason in your decision to become a NEXUS member. To what extent did the NEXUS program meet this expectation you had? Would you say...?</b>			
▪	Entirely	172	42
▪	For the most part	170	43
▪	Only in part	44	9
▪	Not at all	10	3
▪	Can't say / Dk/Na	7	3

**Note:** Reading down the columns, the percentage of all respondents totals 100%. Some totals do not add to 100% due to rounding or multiple responses. For further detail see 'statistical notes' in Section 4.1.

\* Q1.5 / Q1.6 percentages combined.

**TABLE 3 UNEXPECTED BENEFITS AND DRAWBACKS OF JOINING THE PROGRAM**

<i>All figures based on percentage of total sample</i>		<b>N</b>	<b>TOTAL (403) %</b>
<b>Q1.8</b> <i>Has your experience with the NEXUS program resulted in any unexpected <u>benefits</u> or advantages? (If yes, ask: What kind of benefits or advantages? / Enter at least 5 words) (OPEN-ENDED)</i>	▪ Very fast, saves time	73	18
	▪ Less questions at border	14	3
	▪ No line-up	10	2
	▪ Other	5	1
	▪ No / Dk/Na	309	79
<b>Q1.9</b> <i>Has your experience with the NEXUS program resulted in any unexpected <u>drawbacks</u> or disadvantages? (If yes, ask: what kind of drawbacks or disadvantages? / Enter at least 5 words) (OPEN-ENDED)</i>	▪ NEXUS lanes not easily accessible	35	8
	▪ Not enough opening hours	34	7
	▪ Random checks, even if NEXUS member	22	5
	▪ Non NEXUS member in the lane	22	5
	▪ Rules changed / no communication	19	4
	▪ Too many people waiting in the lane (too long)	17	4
	▪ Cannot declare goods in NEXUS lane	9	2
	▪ Everyone in vehicle needs NEXUS card	8	2
	▪ Poor service at border	7	2
	▪ Not all borders have NEXUS lanes	7	2
	▪ Other	3	1
	▪ No / Dk/Na	261	66

**Note:** Reading down the columns, the percentage of all respondents totals 100%. Some totals do not add to 100% due to rounding or multiple responses. For further detail see 'statistical notes' in Section 4.1.

TABLE 4

## GENERAL USE OF THE NEXUS LANES

<i>All figures based on percentage of total sample</i>		N	TOTAL (403) %
<b>When ENTERING Canada</b>			
<b>Q2.1</b> <i>Over the past 12 months, approximately how many times, in total, did you ENTER Canada through <u>any</u> U.S.-Canada <u>land</u> border crossings?</i>	▪ Zero	27	7
	▪ 1-5 times	100	30
	▪ 6-10 times	62	17
	▪ 11-20 times	66	16
	▪ 21-30 times	48	11
	▪ More than 30 times	99	19
	▪ Dk/Na	1	1
<b>Q2.2</b> <i>And of those &lt;Q2.1: _____&gt; times you ENTERED Canada at a U.S.-Canada land border crossing approximately how many times did you use the NEXUS lane?</i>	▪ Zero	63	18
	▪ 1-5 times	131	37
	▪ 6-10 times	54	13
	▪ 11-20 times	53	13
	▪ 21-30 times	31	7
	▪ More than 30 times	70	12
	▪ Dk/Na	1	1
<b>Q2.5</b> <i>On the occasions you ENTERED Canada and did not use the NEXUS lane, what was your main reason for not using the NEXUS lane? (OPEN-ENDED)</i>	▪ Other passengers in car were not NEXUS member	93	26
	▪ The NEXUS lane was not open	103	24
	▪ You had goods to declare	56	13
	▪ Always used NEXUS lane	47	11
	▪ No NEXUS lane at border crossing	23	6
	▪ There was a long line in the NEXUS lane compared to the regular lane	19	4
	▪ Could not find NEXUS Lane	1	<1
	▪ There is more questioning in the NEXUS lane	0	0
	▪ Other	11	4
▪ Dk/Na	50	13	
<b>When ENTERING the U.S.</b>			
<b>Q2.8</b> <i>Over the past 12 months, approximately how many times, in total, did you ENTER the U.S. through <u>any</u> U.S.-Canada <u>land</u> border crossings?</i>	▪ Zero	28	8
	▪ 1-5 times	97	28
	▪ 6-10 times	64	17
	▪ 11-20 times	66	16
	▪ 21-30 times	49	11
	▪ More than 30 times	99	19
	▪ Dk/Na	0	0
	<b>Q2.9</b> <i>Of those &lt;Q2.8: _____&gt; times you ENTERED the U.S., approximately how many times did you use the NEXUS lane?</i>	▪ Zero	58
▪ 1-5 times		116	31
▪ 6-10 times		63	15
▪ 11-20 times		58	15
▪ 21-30 times		34	7
▪ More than 30 times		74	13
▪ Dk/Na		0	0



**TABLE 4**

**GENERAL USE OF THE NEXUS LANES**

<i>All figures based on percentage of total sample</i>		<b>N</b>	<b>TOTAL (403) %</b>
<b>Q2.12</b> <i>On the occasions you ENTERED the U.S. and did not use the NEXUS lane, what was your main reason for not using the NEXUS lane?</i> (OPEN-ENDED)	▪ The NEXUS lane was not open	113	28
	▪ Other passengers in car were not NEXUS member	98	25
	▪ Always used NEXUS lane	59	13
	▪ You had goods to declare	20	5
	▪ No NEXUS lane at border crossing	18	4
	▪ There was a long line in the NEXUS lane compared to the regular lane	16	4
	▪ Could not find NEXUS Lane	4	1
	▪ There is more questioning in the NEXUS lane	1	<1
	▪ Other	14	5
	▪ Dk/Na	60	15
<b>Q1.10</b> <i>Based on what you know, can you use your NEXUS Highway membership card to cross the border by land, marine as well as air?</i>	▪ Yes	169	45
	▪ No/Dk/Na	234	55
<b>Q1.11</b> <i>Have you used your NEXUS card to cross the border by the following modes?</i>	▪ Highway (land)	363	87
	▪ Air	51	17
	▪ Marine	36	9
	▪ Dk/Na	32	9

**Note:** Reading down the columns, the percentage of all respondents totals 100%. Some totals do not add to 100% due to rounding or multiple responses. For further detail see 'statistical notes' in Section 4.1.

**TABLE 5 USE OF THE NEXUS LANES WITH GOODS TO DECLARE**

		N	%
<b>Base: entered Canada through a land border crossing in the past 12 months</b>		<b>(376)</b>	
<b>Q2.6</b> <i>How often do you have goods to declare while ENTERING Canada at a U.S.-Canada land border crossing?</i>	▪ Never	126	37
	▪ Occasionally	169	42
	▪ Often	79	19
	▪ Dk/Na	2	1
<b>Q2.7</b> <i>While ENTERING Canada at a U.S.-Canada land border crossing, do you use the NEXUS lane when you have goods to declare ...?</i>	▪ Never	232	62
	▪ Occasionally	60	15
	▪ Often	78	20
	▪ Dk/Na	6	3
<b>Base: entered the U.S. through a land border crossing in the past 12 months</b>		<b>(375)</b>	
<b>Q2.13</b> <i>How often do you have goods to declare while ENTERING the U.S. at a U.S.-Canada land border crossing?</i>	▪ Never	227	62
	▪ Occasionally	122	32
	▪ Often	26	6
	▪ Dk/Na	0	0
<b>Q2.14</b> <i>While ENTERING the U.S. at a U.S.-Canada land border crossing, do you use the NEXUS lane when you have goods to declare...?</i>	▪ Never	286	78
	▪ Occasionally	44	11
	▪ Often	41	10
	▪ Dk/Na	4	1

**Note:** Reading down the columns, the percentage of all respondents totals 100%. For further detail see 'statistical notes' in Section 4.1.

**TABLE 6 FREQUENCY OF SUBMITTING A TDC**

		N	%
<b>Base: NEXUS members who are Canadian residents</b>		<b>(257)</b>	
<b>Q2.15</b> <i>Have you signed-up for Traveller Declaration Card (TDC)?</i>	▪ Yes	107	42
	▪ No/Dk/Na	150	58
<b>Base: signed-up for TDC</b>		<b>(107)</b>	
<b>Q2.16</b> <i>Over the past 12 months, how often have you submitted a completed Traveller Declaration Card (TDC)?</i>	▪ Zero	38	38
	▪ 1-5 times	45	46
	▪ 6-10 times	11	8
	▪ 11-20 times	4	3
	▪ 21-30 times	6	4
	▪ More than 30 times	3	1
<b>Base: signed-up for TDC and cross the border over the past 12 months</b>		<b>(69)</b>	
<b>Q2.17</b> <i>Over the past 12 months, how often has the applicable tax been charged to your credit card after having submitted a Traveller Declaration Card (TDC)?</i>	▪ Zero	36	61
	▪ 1-5 times	20	27
	▪ > 5 times	2	1
	▪ Dk/Na	11	10

**Note:** Reading down the columns, the percentage of all respondents totals 100%. For further detail see 'statistical notes' in Section 4.1.

**TABLE 7**                      **FREQUENCY OF REFERRAL BY A BORDER SERVICES OFFICER FOR FURTHER VERIFICATION**

		<b>N</b>	<b>TOTAL %</b>
<b>Base: entered Canada using a NEXUS lane in the past 12 months</b>			<b>(340)</b>
<b>Q2.3</b> <i>Of the &lt;Q2.2: _____&gt; times you have used the NEXUS lane when ENTERING Canada, how often were you referred by an Officer to have your belongings examined or to answer further questions? Would you say...?</i>	▪ Never	220	67
	▪ Occasionally	112	30
	▪ Often	7	2
	▪ Can't say / Dk/Na	1	1
<b>Q2.4</b> <i>How often were you referred by an Officer to have your belongings examined or to answer further questions when ENTERING Canada at a U.S.-Canada land border crossing compared to before becoming a NEXUS member? Would you say...?</i>	▪ Less often than before you were a NEXUS member	148	44
	▪ About the same	155	46
	▪ More often than before you were a NEXUS member	12	3
	▪ N/A	12	2
	▪ Can't say / Dk/Na	13	4
<b>Base: entered the U.S. using a NEXUS lane in the past 12 months</b>			<b>(345)</b>
<b>Q2.10</b> <i>Of the &lt;Q2.9: _____&gt; times you have used the NEXUS lane when ENTERING the U.S., how often were you referred by an Officer to have your belongings examined or to answer further questions? Would you say...?</i>	▪ Never	172	54
	▪ Occasionally	151	40
	▪ Often	20	4
	▪ Can't say / Dk/Na	2	1
<b>Q2.11</b> <i>How often were you referred by an Officer to have your belongings examined or to answer further questions when ENTERING the U.S. compared to before becoming a NEXUS member? Would you say...?</i>	▪ Less often than before you were a NEXUS member	156	47
	▪ About the same	140	40
	▪ More often than before you were a NEXUS member	30	8
	▪ N/A	7	2
	▪ Can't say / Dk/Na	12	3

**Note:** Reading down the columns, the percentage of all respondents totals 100%. For further detail see 'statistical notes' in Section 4.1.

**TABLE 8 RATINGS OF SATISFACTION WITH THE NEXUS APPLICATION PROCESS**

<i>All figures based on percentage of total sample</i>		N	TOTAL (403) %
<b>Q3.1</b> <i>Questions that follow are related to your experience with the <b>application and enrolment process</b> for becoming a NEXUS member. For each of the following aspects, tell me if you agree strongly, agree somewhat, disagree somewhat, disagree strongly or you can't say (neither agree nor disagree).</i>			
▪ The NEXUS Guides and Application form were clear	<ul style="list-style-type: none"> <li>▪ Agree*</li> <li>▪ Disagree**</li> <li>▪ Can't say</li> </ul>	386 9 8	96 2 2
▪ The officers at the Enrolment Centre gave you sufficient information about the NEXUS program	<ul style="list-style-type: none"> <li>▪ Agree</li> <li>▪ Disagree</li> <li>▪ Can't say</li> </ul>	384 10 9	95 3 1
▪ The amount of the application fee was reasonable (if needed specify: \$80 CDN or \$50 USD)	<ul style="list-style-type: none"> <li>▪ Agree</li> <li>▪ Disagree</li> <li>▪ Can't say</li> </ul>	349 47 7	87 12 1
▪ The Enrolment Centre's location was convenient	<ul style="list-style-type: none"> <li>▪ Agree</li> <li>▪ Disagree</li> <li>▪ Can't say</li> </ul>	335 59 9	84 15 1
▪ The Enrolment Centre's hours of operation were convenient	<ul style="list-style-type: none"> <li>▪ Agree</li> <li>▪ Disagree</li> <li>▪ Can't say</li> </ul>	330 48 25	84 13 4
▪ The time it took to receive the letter inviting you to come to the NEXUS Enrolment Centre was acceptable	<ul style="list-style-type: none"> <li>▪ Agree</li> <li>▪ Disagree</li> <li>▪ Can't say</li> </ul>	328 49 26	81 15 3
<b>Average 'agree' rating:</b>			87.8
<b>Q3.2</b> <i>Overall, how satisfied were you with the <b>overall quality of service</b> you received at the Enrolment Centre? Would you say very satisfied, somewhat satisfied, somewhat dissatisfied, very dissatisfied or you can't say (neutral)?</i>			
	<ul style="list-style-type: none"> <li>▪ Satisfied***</li> <li>▪ Dissatisfied****</li> <li>▪ Dk/Na</li> </ul>	387 15 1	95 5 <1

**Note:** Reading down the columns, the percentage of all respondents totals 100%. For further detail see 'statistical notes' in Section 4.1.

- \* Percentage of 'agree strongly' and 'agree somewhat' combined.
- \*\* Percentage of 'disagree strongly' and 'disagree somewhat' combined.
- \*\*\* Percentage of 'very satisfied' and 'somewhat satisfied' combined.
- \*\*\*\* Percentage of 'very dissatisfied' and 'somewhat dissatisfied' combined.

**TABLE 9 RATINGS OF SATISFACTION WITH NEXUS SERVICES AT THE BORDER**

**Q4.1** Questions that follow are related to your experience of the NEXUS services you received when ENTERING Canada from the U.S. and ENTERING the U.S. at U.S.-Canada land border crossings. For each of the following aspects, tell me if you agree strongly, agree somewhat, disagree somewhat, disagree strongly or you can't say (neither agree nor disagree).

<i>All figures based on percentage of those who used a NEXUS lane over the past 12 months</i>		<b>N</b>	<b>TOTAL %</b>
<b>Used a NEXUS lane when ENTERING Canada</b>			<b>(340)</b>
<ul style="list-style-type: none"> <li>▪ While ENTERING Canada, the time it takes to clear the border crossing process using NEXUS is acceptable</li> </ul>	▪ Agree*	317	94
	▪ Disagree**	19	5
	▪ Can't say	4	2
<ul style="list-style-type: none"> <li>▪ While ENTERING Canada, the frequency with which you are referred by an Officer to have your belongings examined or to answer further questions is acceptable</li> </ul>	▪ Agree	313	91
	▪ Disagree	4	1
	▪ Can't say	23	8
<ul style="list-style-type: none"> <li>▪ The automated NEXUS card reader is easy to use when ENTERING Canada</li> </ul>	▪ Agree	305	89
	▪ Disagree	20	6
	▪ Can't say	15	5
<ul style="list-style-type: none"> <li>▪ When ENTERING Canada, NEXUS lanes and booths are conveniently located</li> </ul>	▪ Agree	287	86
	▪ Disagree	48	12
	▪ Can't say	5	2
<b>Average 'agree' rating:</b>			90
<b>Used a NEXUS lane when ENTERING the U.S.</b>			<b>(345)</b>
<ul style="list-style-type: none"> <li>▪ While ENTERING the U.S., the frequency with which you are referred by an Officer to have your belongings examined or to answer further questions is acceptable</li> </ul>	▪ Agree	305	89
	▪ Disagree	21	5
	▪ Can't say	19	6
<ul style="list-style-type: none"> <li>▪ While ENTERING the U.S., the time it takes to clear the border crossing process using NEXUS is acceptable</li> </ul>	▪ Agree	299	87
	▪ Disagree	44	13
	▪ Can't say	2	<1
<ul style="list-style-type: none"> <li>▪ The automated NEXUS card reader is easy to use when ENTERING the U.S.</li> </ul>	▪ Agree	296	87
	▪ Disagree	34	8
	▪ Can't say	15	4
<ul style="list-style-type: none"> <li>▪ When ENTERING the U.S., NEXUS lanes and booths are conveniently located</li> </ul>	▪ Agree	260	80
	▪ Disagree	83	20
	▪ Can't say	2	<1
<b>Average 'agree' rating:</b>			85.8

**Note:** Reading down the columns, the percentage of all respondents totals 100%. For further detail see 'statistical notes' in Section 4.1.

\* Percentage of 'agree strongly' and 'agree somewhat' combined.

\*\* Percentage of 'disagree strongly' and 'disagree somewhat' combined.

**TABLE 10** **TIME SAVED USING NEXUS LANES**

<i>All figures based on percentage of those who used a NEXUS lane over the past 12 months</i>		<b>N</b>	<b>TOTAL %</b>
<b>Used a NEXUS lane when ENTERING Canada</b>			<b>(340)</b>
<b>Q4.2</b> <i>Over the past 12 months, approximately how much time in minutes, on a typical border crossing, did using the NEXUS lane save you, when ENTERING Canada, compared to regular processing?</i>	▪ None	1	<1
	▪ Less than 15 minutes	66	18
	▪ 15-30 minutes	129	39
	▪ 30 minutes to 1 hour	96	29
	▪ More than 1 hour	26	8
	▪ Average (minutes)	---	32.3
	▪ Dk/Na	22	6
<b>Q4.3</b> <i>Is this amount of time you save worth becoming a NEXUS member?</i>	▪ Yes	320	93
	▪ No	11	4
	▪ Dk/Na	8	3
	▪ No time saved	1	<1
<b>Used a NEXUS lane when ENTERING the U.S.</b>			<b>(345)</b>
<b>Q4.4</b> <i>Over the past 12 months approximately how much time in minutes, on a typical border crossing, did using the NEXUS lane save you, when ENTERING the U.S., compared to regular processing?</i>	▪ None	2	<1
	▪ Less than 15 minutes	44	13
	▪ 15-30 minutes	125	37
	▪ 30 minutes to 1 hour	104	29
	▪ More than 1 hour	52	17
	▪ Average (minutes)	---	36.2
	▪ Dk/Na	18	4
<b>Q4.5</b> <i>Is this amount of time you save worth becoming a NEXUS member?</i>	▪ Yes	328	96
	▪ No	9	2
	▪ Dk/Na	6	2
	▪ No time saved	2	<1

**Note:** Reading down the columns, the percentage of all respondents totals 100%. For further detail see 'statistical notes' in Section 4.1.

**TABLE 11 OVERALL SATISFACTION WITH NEXUS PROGRAM**

<i>Used a NEXUS lane over the past 12 months</i>		<b>N</b>	<b>TOTAL (356) %</b>
<b>Q5.1</b> <i>Now, we have covered a range of aspects related to the services that pre-approved travellers receive from the NEXUS program. All things considered, how would you rate your <u>overall satisfaction</u> with the NEXUS program? Would you say very satisfied, somewhat satisfied, somewhat dissatisfied, very dissatisfied or you can't say (neutral)?</i>	▪ Very satisfied	243	68
	▪ Somewhat satisfied	102	28
	▪ Somewhat dissatisfied	7	3
	▪ Very dissatisfied	1	<1
	▪ Can't say / neutral	3	1
<b>Q5.2</b> <i>Considering all of your expectations when becoming a NEXUS member, to what extent has the NEXUS program fulfilled or not fulfilled your expectations? Would you say it has...?</i>	▪ Met your expectations	247	67
	▪ Exceeded your expectations	66	20
	▪ Fallen short of your expectations	39	11
	▪ Can't say	4	1
<b>Q5.3</b> <i>In your opinion, what one or two things could be done to improve the NEXUS program and serve you better? (OPEN-ENDED)</i>	▪ Longer opening hours	81	22
	▪ NEXUS lane should be more accessible easier	88	21
	▪ Keep the regular traffic out of NEXUS lane	56	17
	▪ Give more indications / rules for the use of NEXUS	31	8
	▪ Better service at border	25	8
	▪ More info / forms available	26	7
	▪ Clearer application / renewal process	19	7
	▪ Better working car scanners / readers	15	6
	▪ NEXUS lanes at all borders	24	5
	▪ Allow non NEXUS passengers with NEXUS members	9	3
	▪ Other	22	5
▪ Dk/Na	69	21	

**Note:** Reading down the columns, the percentage of all respondents totals 100%. Some totals do not add to 100% due to rounding or multiple responses. For further detail see 'statistical notes' in Section 4.1.





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## **APPENDIX**

### **QUESTIONNAIRE (English and French)**

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# NEXUS- Highway Program Questionnaire



*IF PERSON SELECTED IS NOT AVAILABLE: ARRANGE FOR A CALL-BACK.*

*IF PERSON SELECTED IS NOT AVAILABLE OVER THE INTERVIEW PERIOD: THANK AND CONCLUDE.*

*IF REQUIRED: CHECK RESPONDENT'S PREFERRED LANGUAGE.*

Hello, my name is \_\_\_\_\_ and I work for CRÉATEC +, a public opinion research company. I'm calling on behalf of the Canada Border Services Agency (CBSA) to survey members of the NEXUS Highway program.

*INTERVIEWER: RESPONDENT WAS SENT A LETTER ABOUT THIS SURVEY FROM CBSA.*

This survey will help to identify possible improvements of the NEXUS Highway program and is registered with the national survey registration system.

Your name has been provided to us for the purposes of this survey only, which is part of an evaluation of the NEXUS Highway program.

Giving your opinion is completely voluntary. Your decision to do so will not affect any dealings you may have with the Canada Border Services Agency or any other government agency. All the information you provide will be kept anonymous and reported as part of overall statistics only.

**IF ASKED:** The survey will take about 15 minutes to complete.

**IF ASKED:** The national survey registration system has been created by the Canadian survey research industry to allow the public to verify that a survey is legitimate, get information about the survey industry or register a complaint. The registration system's toll-free number is 1-800-554-9996 ([www.mria-arim.ca](http://www.mria-arim.ca)).

**IF ASKED:** If you have any questions regarding this survey or the use of the results of the survey, feel free to call the Survey Coordinator at the Canada Border Services Agency at 1-613-957-9505.

**IF HESITATES:** Would there be a better time for us to call you?

- Accepts.....  Continue
- Call at a later time.....  Mr/Mrs/Ms \_\_\_\_\_ when would be a convenient time to call you back? (*Record date and time*). Thank you Mr/Mrs/Ms \_\_\_\_, I will call you back on (*recorded date and time*). Good-bye.
- Refusal.....  Mr/Mrs/Ms \_\_\_\_\_ thank you for your time, good-bye.

**1. BECOMING A NEXUS MEMBER**

**Q1.1** To begin, are you still a member of the NEXUS program (pre-approved traveller into Canada and the United States)?

- Yes .....
- No / Dk/na .....  **THANK AND CONCLUDE**

**Q1.2** When did you become a NEXUS member?

Month      Year 20   •      Dk/Na.....

**Q1.3** What is your current country of residence? Is it...? (**Read / Accept one answer**)

- Canada.....
- United States of America .....
- Refusal .....

**Q1.4** What was the main reason you became a NEXUS member? Was it for...? (**Read and rotate**)

- Business .....
- Work / job .....
- Education / study reasons.....
- Shopping .....
- Pleasure or personal reasons (vacation / tourism, visiting family or friends, etc.).....
- Can't say / Dk/na .....

**Q1.5** Among the following, what one reason had the greatest influence on your decision to become a NEXUS member? (**Read and rotate entire list before recording a response**)

1. Quicker border clearance (IF NEEDED: i.e., avoid line ups) .....
2. Reduced questioning / interaction with border officers .....
3. Reduced frequency of examination by border officers.....
4. Consideration as a low-risk traveller (IF NEEDED: i.e., by government, border agencies, border officials etc.) .....
5. Assured entry to Canada.....
6. Assured entry to the U.S. ....

- DO NOT READ**
- Other (**please specify**) .....
  - None of these reasons were important .....
  - Dk/Na.....

**IF NONE OR DK/NA AT Q1.5, SKIP TO Q1.8**

**Q1.6** Were there OTHER important reasons in your decision to become a NEXUS member? (**Several answers possible / Read again if necessary**).

- 1. Quicker border clearance (IF NEEDED: i.e., avoid line ups) .....
- 2. Reduced questioning / interaction with border officers .....
- 3. Reduced frequency of examination by border officers.....
- 4. Consideration as a low-risk traveller (IF NEEDED: i.e., by government, border agencies, border officials etc.).....
- 5. Assured entry to Canada.....
- 6. Assured entry to the U.S. ....

**DO NOT READ**

- Other (**please specify**) .....
- None of these reasons were important .....
- Dk/Na.....

**Q1.7** You said that <**Read main reason at Q1.5**> was the most important reason in your decision to become a NEXUS member. To what extent did the NEXUS program meet this expectation you had? Would you say...? (**Read**)

- Entirely .....
- For the most part.....
- Only in part.....
- Not at all .....
- Can't say / Dk/na.....

**Q1.8** Has your experience with the NEXUS program resulted in any unexpected benefits or advantages? (**If yes, ask:** What kind of benefits or advantages? / **Enter at least 5 words**)

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- No / Dk/na .....

**Q1.9** Has your experience with the NEXUS program resulted in any unexpected drawbacks or disadvantages? (**If yes, ask:** what kind of drawbacks or disadvantages? / **Enter at least 5 words**)

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- No / Dk/na .....

**Q1.10** Based on what you know, can you use your NEXUS Highway membership card to cross the border by land, marine as well as air?

- Yes .....
  - No.....
  - Can't say / Dk/na .....
- SKIP TO SECTION 2**

**Q1.11** Have you used your NEXUS card to cross the border by the following modes? (**Read / Record all that apply**)

- 1. Air .....
- 2. Marine .....
- 3. Highway (land) .....
- Can't say / Dk/na .....

**2. EXPERIENCE WITH THE NEXUS PROGRAM**

*I would now like to ask you a few questions on your experience with the NEXUS program.*

**ROTATE Q2.1-Q2.7 / Q2.8-Q2.14**

**Q2.1** Over the past 12 months, approximately how many times, in total, did you ENTER Canada through any U.S.-Canada land border crossings? (If respondent can't provide an approximation, say: as a best guess would you say...**Read optional scale**)

- Zero in the past 12 months .....  **SKIP TO Q2.8**
- Only once .....

Times

**As a best guess?**

- 1-5 times .....
- 6-10 times .....
- 11-20 times .....
- 21-30 times .....
- More than 30 times .....
- Can't say .....
- Refusal .....  **SKIP TO Q2.8**

**Q2.2** And of those <Q2.1: \_\_\_\_\_> times you ENTERED Canada at a U.S.-Canada land border crossing approximately how many times did you use the NEXUS lane? (**If zero, specify**) (If respondent can't provide an approximation, say: as a best guess would you say...**Read optional scale**)

- Zero, have not used yet, but have gone through a U.S.-Canada land border crossing ENTERING Canada since becoming a member of NEXUS.....  **SKIP TO Q2.5**
- Only once .....

TIMES

**As a best guess?**

- 1-5 times .....
- 6-10 times .....
- 11-20 times .....
- 21-30 times .....
- More than 30 times .....
- Can't say .....
- Refusal .....  **SKIP TO Q2.6**

**Q2.3** Of the <Q2.2: \_\_\_\_\_> times you have used the NEXUS lane when ENTERING Canada, how often were you referred by an Officer to have your belongings examined or to answer further questions? Would you say.....? **(Read)**

- Never.....
- Occasionally.....
- Often .....
- Can't say / Dk/na .....

**Q2.4** How often were you referred by an Officer to have your belongings examined or to answer further questions when ENTERING Canada at a U.S.-Canada land border crossing compared to before becoming a NEXUS member? Would you say...? **IF NEEDED:** N/A if never crossed the border into Canada prior to becoming a NEXUS member. **(Read)**

- Less often than before you were a NEXUS member.....
- About the same .....
- More often than before you were a NEXUS member .....
- N/A .....
- Can't say / Dk/na .....

**Q2.5** On the occasions you ENTERED Canada and did not use the NEXUS lane, what was your main reason for not using the NEXUS lane? **(Do not read / Record one answer)**

1. You had goods to declare .....
2. The NEXUS lane was not open .....
3. There was a long line on the NEXUS lane compared to the regular lane .....
4. There is more questioning in the NEXUS lane .....
5. Other (**please specify**) .....
- Dk/Na .....

**Q2.6** How often do you have goods to declare while ENTERING Canada at a U.S.-Canada land border crossing?

- Never.....  **SKIP TO Q2.8**
- Occasionally.....
- Often .....
- Dk/Na .....

**Q2.7** While ENTERING Canada at a U.S.-Canada land border crossing, do you use the NEXUS lane when you have goods to declare ...? **(Read)**

- Never.....
- Occasionally.....
- Often .....
- Dk/Na .....

Now, I will ask you the same questions regarding your experience while ENTERING the U.S. (ENTERING Canada) through any U.S.-Canada land border crossing. (Depending on which groups / questions come second in the rotation)

**Q2.8** Over the past 12 months, approximately how many times, in total, did you ENTER the U.S. through any U.S.-Canada land border crossings? (If respondent can't provide an approximation say: as a best guess would you say... **Read optional scale**)

- Zero in the past 12 months .....  **SKIP TO Q2.15**
- Only once .....

Times

**As a best guess?**

- 1-5 times .....
- 6-10 times .....
- 11-20 times .....
- 21-30 times .....
- More than 30 times .....
- Can't say .....
- Refusal .....  **SKIP TO Q2.13**

**Q2.9** Of those <Q2.8: \_\_\_\_\_> times you ENTERED the U.S., approximately how many times did you use the NEXUS lane? (**If zero, specify**) (If respondent can't provide an approximation, say: as a best guess would you say...**Read optional scale**)

- Zero, have not used yet, but have gone through a U.S.-Canada land border crossing ENTERING the U.S. since becoming a member of NEXUS.....  **SKIP TO Q2.12**
- Only once .....

TIMES

**As a best guess?**

- 1-5 times .....
- 6-10 times .....
- 11-20 times .....
- 21-30 times .....
- More than 30 times .....
- Can't say .....
- Refusal .....  **SKIP TO Q2.12**

**Q2.10** Of the <Q2.9: \_\_\_\_\_> times you have used the NEXUS lane when ENTERING the U.S., how often were you referred by an Officer to have your belongings examined or to answer further questions? Would you say...? (**Read**)

- Never.....
- Occasionally.....
- Often .....
- Dk/Na .....



**Q2.11** How often were you referred by an Officer to have your belongings examined or to answer further questions when ENTERING the U.S. compared to before becoming a NEXUS member? Would you say...? (IF NEEDED: N/A if never crossed the border into Canada prior to becoming a NEXUS member. **(Read)**)

- Less often than before you were a NEXUS member.....
- About the same .....
- More often than before you were a NEXUS member .....
- N/A .....
- Can't say / Dk/na .....

**Q2.12** On the occasions you ENTERED the U.S. and did not use the NEXUS lane, what was your main reason for not using the NEXUS lane? **(Do not read / Record one answer)**

1. You had goods to declare .....
2. The NEXUS lane was not open .....
3. There was a long line on the NEXUS lane compared to the regular lane .....
4. There is more questioning in the NEXUS lane .....
5. Other (**please specify**) .....
- Dk/Na .....

**Q2.13** How often do you have goods to declare while ENTERING the U.S. at a U.S.-Canada land border crossing?

- Never.....  **SKIP TO Q2.15**
- Occasionally.....
- Often .....
- Dk/Na .....

**Q2.14** While ENTERING the U.S. at a U.S.-Canada land border crossing, do you use the NEXUS lane when you have goods to declare...? **(Read)**

- Never.....
- Occasionally.....
- Often .....
- Dk/Na .....

**ASK CANADIAN RESIDENTS ONLY (Q1.3), ELSE SKIP TO SECTION 3**

**Q2.15** Have you signed-up for Traveller Declaration Card (TDC)?

- Yes .....
- No.....  **Why Not? \_\_\_\_\_ THEN SKIP TO Q3.1**
- Dk/Na .....  **SKIP TO Q3.1**

**IF ZERO AT Q2.1, SKIP TO SECTION 3**

**Q2.16** Over the past 12 months, how often have you submitted a completed Traveller Declaration Card (TDC)? (If respondent can't provide an approximation say: as a best guess would you say... **Read optional scale**)?

- Zero in the past 12 months .....  **SKIP TO SECTION 3**
- Only once .....

Times

**As a best guess?**

- 1-5 times .....
- 6-10 times .....
- 11-20 times .....
- 21-30 times .....
- More than 30 times .....
- Dk/Na .....

**Q2.17** Over the past 12 months, how often has the applicable tax been charged to your credit card after having submitted a Traveller Declaration Card (TDC)? (If respondent can't provide an approximation say: as a best guess would you say... **Read optional scale**)?

- Zero in the past 12 months .....
- Only once .....

Times

**As a best guess?**

- 1-5 times .....
- 6-10 times .....
- 11-20 times .....
- 21-30 times .....
- More than 30 times .....
- Dk/Na .....

**3. RATINGS OF THE APPLICATION PROCESS**

**Q3.1** Questions that follow are related to your experience with the application and enrolment process for becoming a NEXUS member. For each of the following aspects, tell me if you agree strongly, agree somewhat, disagree somewhat, disagree strongly or you can't say (neither agree nor disagree).

READ AND ROTATE		Agree strongly	Agree somewhat	Disagree somewhat	Disagree strongly	Can't say
1.	The NEXUS Guides and Application form were clear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	The amount of the application fee was reasonable (if needed specify: \$80 CDN or \$50 USD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	The time it took to receive the letter inviting you to come to the NEXUS Enrolment Centre was acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	The Enrolment Centre's location was convenient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	The Enrolment Centre's hours of operation were convenient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.	The officers at the Enrolment Centre gave you sufficient information about the NEXUS program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q3.2** Overall, how satisfied were you with the overall quality of service you received at the Enrolment Centre? Would you say very satisfied, somewhat satisfied, somewhat dissatisfied, very dissatisfied or you can't say (neutral)?

- Very satisfied.....
- Somewhat satisfied.....
- Somewhat dissatisfied .....
- Very dissatisfied.....
- Can't say / neutral .....

**4. RATINGS OF NEXUS SERVICES AT THE BORDER**

**IF NEVER CROSSED THE BORDER (ZERO AT Q2.1 AND Q2.8) OR NEVER USED THE NEXUS SERVICES (SEE Q2.2 AND Q2.9), SKIP TO SECTION 6**

**Q4.1** Questions that follow are related to your experience of the NEXUS services you received when ENTERING Canada from the U.S. and ENTERING the U.S. at U.S.-Canada land border crossings. For each of the following aspects, tell me if you agree strongly, agree somewhat, disagree somewhat, disagree strongly or you can't say (neither agree nor disagree).

<b>READ AND ROTATE PAIRS - ALWAYS ASK a) FIRST b) SECOND</b>		<b>Agree strongly</b>	<b>Agree somewhat</b>	<b>Disagree somewhat</b>	<b>Disagree strongly</b>	<b>Can't say</b>
<b>1a)</b>	When ENTERING Canada, NEXUS lanes and booths are conveniently located	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>1b)</b>	When ENTERING the U.S., NEXUS lanes and booths are conveniently located	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>2a)</b>	While ENTERING Canada, the time it takes to clear the border crossing process using NEXUS is acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>2b)</b>	While ENTERING the U.S., the time it takes to clear the border crossing process using NEXUS is acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3a)</b>	While ENTERING Canada, the frequency with which you are referred by an Officer to have your belongings examined or to answer further questions is acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3b)</b>	While ENTERING the U.S., the frequency with which you are referred by an Officer to have your belongings examined or to answer further questions is acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>4a)</b>	The automated NEXUS card reader is easy to use when ENTERING Canada <b>(READ LAST)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>4b)</b>	The automated NEXUS card reader is easy to use when ENTERING the U.S. <b>(READ LAST)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**ROTATE Q4.2-Q4.3 / Q4.4-Q4.5**

**IF ZERO AT Q2.1, SKIP TO Q4.4**

**Q4.2** Over the past 12 months, approximately how much time in minutes, on a typical border crossing, did using the NEXUS lane save you, when ENTERING Canada, compared to regular processing?

minutes

- NA .....
- Dk/Na .....

**IF NO TIME SAVED SKIP TO Q4.4**

**Q4.3** Is this amount of time you save worth becoming a NEXUS member?

- Yes .....
- No .....
- Dk/Na .....

**IF ZERO AT Q2.8, SKIP TO SECTION 5**

**Q4.4** Over the past 12 months approximately how much time in minutes, on a typical border crossing, did using the NEXUS lane save you, when ENTERING the U.S., compared to regular processing?

minutes

- NA .....
- Dk/Na .....

**IF NO TIME SAVED SKIP TO Q5.1**

**Q4.5** Is this amount of time you save worth becoming a NEXUS member?

- Yes .....
- No .....
- Dk/Na .....

**5. OVERALL SATISFACTION**

**Q5.1** Now, we have covered a range of aspects related to the services that pre-approved travellers receive from the NEXUS program. All things considered, how would you rate your overall satisfaction with the NEXUS program? Would you say very satisfied, somewhat satisfied, somewhat dissatisfied, very dissatisfied or you can't say (neutral)?

- Very satisfied.....
- Somewhat satisfied.....
- Somewhat dissatisfied .....
- Very dissatisfied.....
- Can't say / neutral .....

**Q5.2** Considering all of your expectations when becoming a NEXUS member, to what extent has the NEXUS program fulfilled or not fulfilled your expectations? Would you say it has...? (**Read**)

- Fallen short of your expectations.....
- Met your expectations.....
- Exceeded your expectations.....
- Can't say / Dk/na.....

**Q5.3** In your opinion, what one or two things could be done to improve the NEXUS program and serve you better?

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**6. CLASSIFICATION**

*The interview is almost over. We have now just a few more questions to ask that will help us to classify your responses for statistical purposes only. I'd like to remind you that all your answers are completely confidential.*

**Q6.1** Which of the following best describes your current employment status? (**Read**)

- Self-employed.....
- Employed by a company or organization (private sector, public sector, NGO)....
- Retired.....
- Student.....
- Other (including homemaker, unemployed).....
- Refused.....

This concludes the interview. **Thank you for your time and help.**

Please be assured that the findings of this research will be used as statistical information and that all information you have provided will be kept anonymous.

**RECORD**

**Q6.2** Gender

- Male .....
- Female .....

**Q6.3** Language of interview

- English .....
- French .....

**Q6.4** Region

**CANADA**

- Newfoundland / Labrador .....
- Prince Edward Island .....
- Nova Scotia .....
- New Brunswick .....
- Québec .....
- Ontario .....
- Manitoba .....
- Saskatchewan .....
- Alberta .....
- British Columbia .....
- Yukon .....
- Northwest Territories .....
- Nunavut .....

**UNITED STATES**

- Alabama .....
- Alaska .....
- Arizona .....
- Arkansas .....
- California .....
- Colorado .....
- Connecticut .....
- Delaware .....
- Florida .....
- Georgia .....
- Hawaii .....
- Idaho .....
- Illinois .....
- Indiana .....
- Iowa .....
- Kansas .....
- Kentucky .....
- Louisiana .....
- Maine .....
- Maryland .....
- Massachusetts .....

- Michigan..... ○
- Minnesota..... ○
- Mississippi..... ○
- Missouri..... ○
- Montana ..... ○
- Nebraska..... ○
- Nevada..... ○
- New Hampshire ..... ○
- New Jersey ..... ○
- New Mexico..... ○
- New York..... ○
- North Carolina..... ○
- North Dakota ..... ○
- Ohio..... ○
- Oklahoma..... ○
- Oregon ..... ○
- Pennsylvania..... ○
- Rhode Island..... ○
- South Carolina ..... ○
- South Dakota ..... ○
- Tennessee ..... ○
- Texas ..... ○
- Utah..... ○
- Vermont ..... ○
- Virginia ..... ○
- Washington ..... ○
- West Virginia ..... ○
- Wisconsin..... ○
- Wyoming ..... ○



## Questionnaire sur le programme NEXUS Autoroutes



*SI LA PERSONNE CHOISIE N'EST PAS DISPONIBLE : CONVENIR D'UN RAPPEL.*

*SI LA PERSONNE CHOISIE N'EST PAS DISPONIBLE PENDANT LA PÉRIODE PRÉVUE POUR LA COLLECTE DES DONNÉES : REMERCIER ET TERMINER*

*VÉRIFIER LA PRÉFÉRENCE LINGUISTIQUE DU RÉPONDANT SI NÉCESSAIRE.*

Bonjour/Bonsoir. Je m'appelle \_\_\_\_\_ et je travaille pour CRÉATEC +, une firme spécialisée en recherche sur l'opinion publique. Je vous appelle au nom de l'Agence des services frontaliers du Canada (ASFC) pour sonder les membres du Programme NEXUS Autoroutes.

*INTERVIEWEUR : ON A ENVOYÉ AU RÉPONDANT UNE LETTRE À PROPOS DE CE SONDAGE DE L'ASFC.*

Ce sondage aidera à identifier les améliorations possibles du Programme NEXUS Autoroutes et est inscrit au système national d'inscription des sondages.

Votre nom nous a été communiqué seulement aux fins de ce sondage qui fait partie d'une évaluation du Programme NEXUS Autoroutes.

Votre opinion est donnée tout à fait librement. Votre décision de participer à cette étude n'aura aucune conséquence sur les relations que vous pourriez avoir avec l'Agence des services frontaliers du Canada ou toute autre agence du gouvernement. Toute l'information que vous nous communiquerez demeurera strictement anonyme et sera diffusée sous forme de statistiques globales seulement.

SI DEMANDÉ : L'entrevue dure environ 15 minutes.

SI DEMANDÉ : Le système national d'inscription des sondages a été créé par l'industrie canadienne de la recherche par sondage pour permettre au public de vérifier la légitimité d'un sondage, obtenir des renseignements sur l'industrie des sondages ou de déposer une plainte. Le numéro de téléphone sans frais du système d'inscription est le 1-800-554-9996 ([www.mria-arim.ca](http://www.mria-arim.ca))

SI DEMANDÉ : Si vous avez des questions concernant ce sondage ou l'utilisation des résultats du sondage, n'hésitez pas à contacter le coordonnateur du sondage à l'Agence des services frontaliers du Canada au 1-613-957-9505.

**SI HÉSITE** : Y aurait-il un meilleur moment pour vous rappeler?

- Accepte.....  Continuez
- Rappeler plus tard .....  M./Mme/Mlle \_\_\_\_\_, quel serait un meilleur moment pour vous rappeler? (*Enregistrez la date et l'heure*). Merci M./Mme/Mlle \_\_\_\_, je vous rappellerai le (*date et heure enregistrées*). Au revoir.
- Refus .....  M./Mme/Mlle \_\_\_\_\_, merci pour votre temps. Au revoir.

## 1. DEVENIR UN MEMBRE DE NEXUS

**Q1.1** Pour commencer, êtes-vous toujours membre du programme NEXUS (voyageur pré-approuvé au Canada et aux États-Unis)?

- Oui.....
- Non / Nsp/nrp.....  **REMERCIER ET TERMINER**

**Q1.2** Quand avez-vous êtes-vous devenu membre de NEXUS?

Mois      Année 20   •      Nsp/Nrp.....

**Q1.3** Quel est votre pays de résidence actuel? Est-ce...? (**Lire / Accepter une seule réponse**)

- Canada.....
- États-Unis d'Amérique .....
- Refus.....

**Q1.4** Quelle a été la principale raison pour laquelle vous êtes devenu membre de NEXUS? Était-ce pour...? (**Lire en rotation**)

- Affaire.....
- Travail / emploi.....
- Formation / étude.....
- Magasinage.....
- Loisir ou raisons personnelles (vacances / tourisme, visiter la famille ou les amis, etc.).....
- Ne peut dire / Nsp/nrp .....

**Q1.5** Parmi les raisons suivantes, quelle est celle qui a eu la plus grande influence dans votre décision de devenir membre de NEXUS? (**Lire en rotation la liste complète avant d'enregistrer une réponse**)

1. Passage plus rapide à la frontière (SI NÉCESSAIRE : i.e. éviter les files d'attente)...
2. Interrogatoire / échange réduit avec les agents frontaliers .....
3. Fréquence réduite d'une inspection par les agents frontaliers .....
4. Être considéré comme voyageur à faible risque (SI NÉCESSAIRE : i.e. par le gouvernement, les agences frontalières, les agents des services frontaliers, etc.).....
5. Entrée assurée au Canada .....
6. Entrée assurée aux États-Unis.....

**NE PAS LIRE**

- Autre (**veuillez préciser**) .....
- Aucune de ces raisons n'était importante .....
- Nsp/Nrp .....

**SI AUCUNE OU NSP/NRP À Q1.5, SAUTEZ À Q1.8**

**Q1.6** Y avait-il d'AUTRES raisons importantes dans votre décision de devenir membre de NEXUS?  
(Plusieurs réponses possibles / Lire de nouveau si nécessaire)

- 1. Passage plus rapide à la frontière (SI NÉCESSAIRE : i.e. éviter les files d'attente)...
- 2. Interrogatoire / échange réduit avec les agents frontaliers .....
- 3. Fréquence réduite d'une inspection par les agents frontaliers .....
- 4. Être considéré comme voyageur à faible risque (SI NÉCESSAIRE : i.e. par le gouvernement, les agences frontalières, les agents des services frontaliers, etc.).....
- 5. Entrée assurée au Canada .....
- 6. Entrée assurée aux États-Unis.....

**NE PAS LIRE**

- Autre (veuillez préciser) .....
- Aucune de ces raisons n'était importante .....
- Nsp/Nrp .....

**Q1.7** Vous avez dit que <Lire la principale raison en Q1.5> a été la raison la plus importante dans votre décision de devenir membre de NEXUS. Dans quelle mesure le programme NEXUS a-t-il répondu à cette attente que vous aviez? Diriez-vous...? (Lire)

- Entièrement.....
- En grande partie.....
- Partiellement seulement .....
- Pas du tout.....
- Ne peut dire / Nsp/nrp .....

**Q1.8** Est-ce que votre expérience avec le programme NEXUS vous a apporté des bienfaits ou des avantages imprévus? (Si oui, demandez : Quel genre de bienfaits ou d'avantages? / Entrez au moins 5 mots)

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- Non / Nsp/nrp .....

**Q1.9** Est-ce que votre expérience avec le programme NEXUS vous a apporté des inconvenients ou des désavantages imprévus? (Si oui, demandez : Quel genre d'inconvenients ou de désavantages? / Entrez au moins 5 mots)

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- Non / Nsp/nrp .....

**Q1.10** En vous basant sur ce que vous savez, pouvez-vous utiliser votre carte de membre NEXUS Autoroute pour traverser la frontière par voie terrestre, maritime de même que par voie aérienne?

- Oui.....
  - Non.....
  - Ne peut dire / Nsp/nrp...
- SAUTEZ À LA SECTION 2**

**Q1.11** Avez-vous déjà utilisé votre carte NEXUS pour traverser la frontière par les modes suivants?  
(Lire / Enregistrer toutes les réponses qui s'appliquent)

- 1. Aérien.....
- 2. Maritime .....
- 3. Autoroute (terrestre).....
- Ne peut dire / Nsp/nrp...

**2. EXPÉRIENCE AVEC LE PROGRAMME NEXUS**

*J'aimerais maintenant vous poser quelques questions concernant votre expérience avec le programme NEXUS.*

**ROTATION EN BLOC DE Q2.1-Q2.7 / Q2.8-Q2.14**

**Q2.1** Au cours des 12 derniers mois, environ combien de fois, au total, êtes-vous ENTRÉ au Canada par n'importe quel poste terrestre de la frontière avec les États-Unis? (Si le répondant ne peut fournir une approximation, dites : comme meilleur estimé, diriez-vous...? **Lire l'échelle optionnelle**)

- Zéro au cours des 12 derniers mois..  **SAUTEZ À LA Q2.8**
- Seulement une fois .....

Fois

**Comme meilleur estimé?**

- 1-5 fois .....
- 6-10 fois .....
- 11-20 fois .....
- 21-30 fois .....
- Plus de 30 fois.....
- Ne peut dire.....
- Refus.....  **SAUTEZ À LA Q2.8**

**Q2.2** Et de ces <Q2.1 : \_\_\_\_\_> fois que vous êtes ENTRÉ au Canada par un poste terrestre de la frontière avec les États-Unis, environ combien de fois avez-vous utilisé la voie NEXUS? (**Si zéro, précisez**) (Si le répondant ne peut fournir une approximation, dites : comme meilleur estimé, diriez-vous...? **Lire l'échelle optionnelle**)

- Zéro, n'a pas utilisé jusqu'à présent mais a passé par un poste frontière terrestre États-Unis-Canada en ENTRANT au Canada depuis qu'il a adhéré comme membre de NEXUS .....  **SKIP TO Q2.5**
- Seulement une fois .....

FOIS

**Comme meilleur estimé?**

- 1-5 fois .....
- 6-10 fois .....
- 11-20 fois .....
- 21-30 fois .....
- Plus de 30 fois.....
- Ne peut dire.....
- Refus.....  **SAUTEZ À LA Q2.6**

**Q2.3** Des <Q2.2 : \_\_\_\_\_>) fois que vous avez utilisé la voie NEXUS en ENTRANT au Canada, à quelle fréquence avez-vous été référé par un agent afin que vos effets soient vérifiés ou pour répondre à plus de questions? Diriez-vous...? **(Lire)**

- Jamais.....
- Occasionnellement.....
- Souvent.....
- Ne peut dire / Nsp/nrp .....

**Q2.4** À quelle fréquence êtes-vous référé à un agent afin que vos effets soient vérifiés ou pour répondre à plus de questions en ENTRANT au Canada par un poste terrestre de la frontière avec les États-Unis comparativement à avant d'être membre de NEXUS? **SI NÉCESSAIRE** : N/A si n'a jamais traversé la frontière canadienne avant de devenir membre de NEXUS. **(Lire)**

- Moins souvent qu'avant que vous soyez membre de NEXUS.....
- Environ à la même fréquence.....
- Plus souvent qu'avant que vous soyez membre de NEXUS...
- N/A .....
- Ne peut dire / Nsp/nrp .....

**Q2.5** Aux occasions où vous êtes ENTRÉ au Canada et n'avez pas utilisé la voie NEXUS, quelle était la principale raison pour laquelle vous n'avez pas utilisé la voie NEXUS? **(Ne pas lire / Enregistrer une réponse)**

1. Vous aviez des biens à déclarer .....
2. La voie NEXUS n'était pas ouverte.....
3. Il y avait une longue file à la voie NEXUS comparativement à la voie régulière.....
4. Il y a plus de questionnements à la voie NEXUS .....
5. Autre (**veuillez préciser**) .....
- Nsp/Nrp .....

**Q2.6** À quelle fréquence avez-vous des biens à déclarer en ENTRANT au Canada par une frontière terrestre États-Unis–Canada?

- Jamais.....  **SAUTEZ À LA Q2.8**
- Occasionnellement.....
- Souvent.....
- Nsp/Nrp .....

**Q2.7** En ENTRANT au Canada par une frontière terrestre États-Unis–Canada, utilisez-vous la voie NEXUS lorsque vous avez des biens à déclarer...? (**Lire**)

- Jamais.....
- Occasionnellement.....
- Souvent.....
- Nsp/Nrp .....

*Maintenant, je vous vais vous demander les mêmes questions concernant votre expérience lorsque vous ENTREZ aux États-Unis (ENTREZ au Canada) par n'importe quel poste terrestre de la frontière avec les États-Unis. (Selon quel groupe de questions est posé en premier dans la rotation)*

**Q2.8** Au cours des 12 derniers mois, approximativement combien de fois, au total, êtes-vous ENTRÉ aux États-Unis par n'importe quel poste terrestre de la frontière avec le Canada? (Si le répondant ne peut fournir une approximation, dites : comme meilleur estimé, diriez-vous... **Lire l'échelle optionnelle**)

- Zéro au cours des 12 derniers mois ...  SAUTEZ À LA Q2.15
- Seulement une fois .....

Fois

**Comme meilleur estimé?**

- 1-5 fois .....
- 6-10 fois .....
- 11-20 fois .....
- 21-30 fois .....
- Plus de 30 fois.....
- Ne peut dire.....
- Refus.....  SAUTEZ À LA Q2.13

**Q2.9** De ces <Q2.8 : \_\_\_\_\_> fois où vous êtes ENTRÉ aux États-Unis, approximativement combien de fois avez-vous utilisé la voie NEXUS? (**Si zéro, précisez**) (Si le répondant ne peut fournir une approximation, dites : comme meilleur estimé, diriez-vous...? **Lire l'échelle optionnelle**)

- Zéro, n'a pas utilisé jusqu'à présent mais a passé par un poste frontière terrestre États-Unis–Canada en ENTRANT aux États-Unis depuis qu'il a adhéré comme membre de NEXUS.....  SAUTEZ À LA Q2.12
- Seulement une fois .....

FOIS

**Comme meilleur estimé?**

- 1-5 fois .....
- 6-10 fois .....
- 11-20 fois .....
- 21-30 fois .....
- Plus de 30 fois.....
- Ne peut dire.....
- Refus.....  SAUTEZ À LA Q2.12

**Q2.10** Des <Q2.9 : \_\_\_\_\_> fois que vous avez utilisé la voie NEXUS en ENTRANT aux États-Unis, à quelle fréquence avez-vous été référé à un agent afin que vos effets soient vérifiés ou pour répondre à plus de questions? Diriez-vous...? **(Lire)**

- Jamais.....
- Occasionnellement.....
- Souvent.....
- Nsp/Nrp.....

**Q2.11** À quelle fréquence avez-vous été référé à un agent afin que vos effets soient vérifiés ou pour répondre à plus de questions en ENTRANT aux États-Unis comparativement à avant d'être membre de NEXUS? **SI NÉCESSAIRE** : N/A si n'a jamais traversé la frontière américaine avant de devenir un membre NEXUS. **(Lire)**

- Moins souvent qu'avant que vous soyez membre de NEXUS .....
- Environ à la même fréquence.....
- Plus souvent qu'avant que vous soyez membre de NEXUS.....
- N/A .....
- Ne peut dire / Nsp/nrp .....

**Q2.12** Aux occasions où vous êtes ENTRÉ aux États-Unis et n'avez pas utilisé la voie NEXUS, quelle était votre principale raison pour laquelle vous n'avez pas utilisé la voie NEXUS? **(Ne pas lire / Enregistrer une réponse)**

1. Vous aviez des biens à déclarer .....
2. La voie NEXUS n'était pas ouverte.....
3. Il y avait une longue file à la voie NEXUS comparativement à la voie régulière.....
4. Il y a plus de questionnements à la voie NEXUS .....
5. Autre (**veuillez préciser**) .....
- Nsp/Nrp.....

**Q2.13** À quelle fréquence avez-vous des biens à déclarer en ENTRANT aux États-Unis par une frontière terrestre États-Unis–Canada?

- Jamais.....  **SAUTEZ À LA Q2.15**
- Jamais.....
- Occasionnellement.....
- Nsp/Nrp.....

**Q2.14** En ENTRANT aux États-Unis par une frontière terrestre États-Unis–Canada, utilisez-vous la voie NEXUS lorsque vous avez des biens à déclarer...? **(Lire)**

- Jamais.....
- Jamais.....
- Occasionnellement.....
- Nsp/Nrp.....

**DEMANDEZ AUX RÉSIDENTS CANADIENS SEULEMENT (Q1.3), SINON, SAUTEZ À LA SECTION 3**

**Q2.15** Vous êtes-vous inscrit pour la carte de déclaration du voyageur (CDV)?

- Oui.....
- Non.....  Pourquoi pas?  **PUIS SAUTEZ À LA Q3.1**
- Nsp/Nrp.....  **SAUTEZ À LA Q3.1**

**SI ZÉRO EN Q2.1, SAUTEZ À LA SECTION 3**

**Q2.16** Au cours des 12 derniers mois, à quelle fréquence avez-vous complété et remis une Carte de déclaration du voyageur (CDV)? (Si le répondant ne peut fournir une approximation, dites : comme meilleur estimé, diriez-vous...? **Lire l'échelle optionnelle**)?

- Zéro au cours des 12 derniers mois ...  **SAUTEZ À LA SECTION 3**
- Seulement une fois .....

**Fois**

**Comme meilleur estimé?**

- 1-5 fois .....
- 6-10 fois .....
- 11-20 fois .....
- 21-30 fois .....
- Plus de 30 fois.....
- Nsp/Nrp.....

**Q2.17** Au cours des 12 derniers mois, à quelle fréquence y a-t-il eu une taxe imposée sur votre carte de crédit après que vous ayez remis une Carte de déclaration du voyageur? (Si le répondant ne peut fournir une approximation, dites : comme meilleur estimé, diriez-vous...? **Lire l'échelle optionnelle**)

- Zéro au cours des 12 derniers mois ...
- Seulement une fois .....

**Fois**

**Comme meilleur estimé?**

- 1-5 fois .....
- 6-10 fois .....
- 11-20 fois .....
- 21-30 fois .....
- Plus de 30 fois.....
- Nsp/Nrp.....



### 3. ÉVALUATION DU PROCESSUS D'INSCRIPTION

**Q3.1** Les questions qui suivent sont reliées à votre expérience du processus d'inscription et d'adhésion pour devenir membre de NEXUS. Pour chacun des aspects suivants, dites-moi si vous êtes fortement en accord, plutôt en accord, plutôt en désaccord, fortement en désaccord ou vous ne pouvez dire (ni en accord, ni en désaccord).

LIRE EN ROTATION	Fortement en accord	Plutôt en accord	Plutôt en désaccord	Fortement en désaccord	Ne peut dire
1. Les guides et le formulaire de demande NEXUS étaient clairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Le montant des frais d'inscription était raisonnable (si nécessaire, précisez : 80 \$CAN ou 50 \$US)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Le temps écoulé avant de recevoir la lettre vous invitant à vous rendre au Centre d'inscription NEXUS était acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. L'emplacement du Centre d'inscription était commode	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Les heures d'opération du Centre d'inscription étaient commodes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Les agents au Centre d'inscription vous ont donné suffisamment d'information à propos du programme NEXUS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q3.2** Dans l'ensemble, dans quelle mesure avez-vous été satisfait de la qualité générale du service que vous avez reçu au Centre d'inscription? Diriez-vous très satisfait, plutôt satisfait, plutôt insatisfait, très insatisfait ou vous ne pouvez dire (neutre)?

- Très satisfait.....
- Plutôt satisfait.....
- Plutôt insatisfait.....
- Très insatisfait.....
- Ne peut dire / neutre .....

#### 4. ÉVALUATION DES SERVICES NEXUS À LA FRONTIÈRE

SI N'A JAMAIS TRAVERSÉ LA FRONTIÈRE (ZÉRO EN Q2.1 ET Q2.8) OU JAMAIS UTILISÉ LE SERVICE NEXUS (VOIR Q2.2 ET Q2.9), SAUTEZ À LA SECTION 6

**Q4.1** Les questions qui suivent concernent votre expérience des services NEXUS que vous avez reçus en ENTRANT au Canada en provenance des États-Unis et les services NEXUS que vous avez reçus en ENTRANT aux États-Unis en provenance du Canada par un poste de la frontière Canada/États-Unis. Pour chacun des aspects suivants, dites-moi si vous êtes fortement en accord, plutôt en accord, plutôt en désaccord, fortement en désaccord ou vous ne pouvez dire (ni en accord, ni en désaccord).

LIRE EN ROTATION LES PAIRES - DEMANDER TOUJOURS a) EN PREMIER, b) EN DEUXIÈME		Fortement en accord	Plutôt en accord	Plutôt en désaccord	Fortement en désaccord	Ne peut dire
1a)	En ENTRANT au Canada, les voies et les guérites NEXUS sont bien situés	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1b)	En ENTRANT aux États-Unis, les voies et les guérites NEXUS sont bien situés	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2a)	En ENTRANT au Canada, le temps requis pour s'acquitter des formalités frontalières en utilisant NEXUS est acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2b)	En ENTRANT aux États-Unis, le temps requis pour s'acquitter des formalités frontalières en utilisant NEXUS est acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3a)	En ENTRANT au Canada, la fréquence selon laquelle vous êtes référé par un agent afin que vos effets soient vérifiés ou pour répondre à plus de questions est acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3b)	En ENTRANT aux États-Unis, la fréquence selon laquelle vous êtes référé par un agent afin que vos effets soient vérifiés ou pour répondre à plus de questions est acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4a)	Le lecteur de carte NEXUS est facile à utiliser en ENTRANT au Canada (LIRE EN DERNIER)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4b)	Le lecteur de carte NEXUS est facile à utiliser en ENTRANT aux États-Unis (LIRE EN DERNIER)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## **ROTATION EN BLOC Q4.2-Q4.3 / Q4.4-Q4.5**

### **SI ZÉRO EN Q2.1, SAUTEZ À LA Q4.4**

**Q4.2** Au cours des 12 derniers mois, environ combien de temps en minutes, pour une traversée typique de la frontière, l'utilisation de la voie NEXUS vous a-t-elle fait économiser en ENTRANT au Canada, comparativement au processus régulier?

- Minutes**
- NA ..... ○
  - Nsp/Nrp ..... ○

### **SI AUCUN TEMPS ÉCONOMISÉ, SAUTEZ À LA Q4.4**

**Q4.3** Est-ce que cette économie de temps vaut la peine de devenir membre de NEXUS?

- Oui..... ○
- Non..... ○
- Nsp/Nrp ..... ○

### **SI ZÉRO EN Q2.8, SAUTEZ À LA SECTION 5**

**Q4.4** Au cours des 12 derniers mois, environ combien de temps en minutes, pour une traversée typique de la frontière, l'utilisation de la voie NEXUS vous a-t-elle fait économiser en ENTRANT aux États-Unis, comparativement au processus régulier?

- Minutes**
- NA ..... ○
  - Nsp/Nrp ..... ○

### **SI AUCUN TEMPS ÉCONOMISÉ, SAUTEZ À LA Q5.1**

**Q4.5** Est-ce que cette économie de temps vaut la peine de devenir membre de NEXUS?

- Oui..... ○
- Non..... ○
- Nsp/Nrp ..... ○

## 5. SATISFACTION GÉNÉRALE

**Q5.1** Jusqu'à maintenant, nous avons couvert une série d'aspects reliés aux services que les voyageurs pré-approuvés reçoivent du programme NEXUS. Tout considéré, comment évalueriez-vous votre satisfaction générale envers le programme NEXUS? Diriez-vous très satisfait, plutôt satisfait, plutôt insatisfait, très insatisfait ou vous ne pouvez dire (neutre)?

- Très satisfait.....
- Plutôt satisfait.....
- Plutôt insatisfait.....
- Très insatisfait.....
- Ne peut dire / neutre .....

**Q5.2** En tenant compte de toutes vos attentes en devenant membre de NEXUS, jusqu'à quel point le programme NEXUS a répondu ou n'a pas répondu à vos attentes? Diriez-vous qu'il a...? **(Lire)**

- Été en deçà de vos attentes .....
- Répondu à vos attentes .....
- Surpassé vos attentes .....
- Ne peut dire / Nsp/nrp.....

**Q5.3** À votre avis, si une ou deux choses pouvaient être faites pour améliorer le programme NEXUS et mieux vous servir, ce serait quoi?

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## 6. CLASSIFICATION

*L'entrevue est presque terminée. J'aurais maintenant quelques questions à vous poser qui nous aideront à classer vos réponses à des fins statistiques seulement. Je tiens à rappeler que toutes vos réponses demeureront strictement confidentielles.*

**Q6.1** Quelle catégorie décrit le mieux votre statut d'emploi actuel? **(Lire)**

- Travailleur autonome .....
- Employé par une compagnie ou une organisation (secteur privé, secteur public, ONG) .....
- Retraité.....
- Étudiant.....
- Autre (incluant responsable du foyer, chômeur).....
- Refus de répondre .....

L'entrevue est terminée. **Merci beaucoup pour votre temps et votre aide.**

Soyez assuré que les résultats de cette recherche ne serviront qu'à des fins statistiques et que tous les renseignements que vous avez fournis seront tenus confidentiels.

## ENREGISTREZ

### Q6.2 Sexe

- Homme.....
- Femme .....

### Q6.3 Langue d'entrevue

- Anglais .....
- Français .....

### Q6.4 Région

#### CANADA

- Terre-Neuve / Labrador.....
- Île-du-Prince-Édouard .....
- Nouvelle-Écosse .....
- Nouveau-Brunswick .....
- Québec.....
- Ontario.....
- Manitoba.....
- Saskatchewan .....
- Alberta .....
- Colombie-Britannique.....
- Yukon .....
- Territoires du Nord-Ouest.....
- Nunavut .....

#### ÉTATS-UNIS

- Alabama .....
- Alaska .....
- Arizona .....
- Arkansas .....
- Californie .....
- Colorado .....
- Connecticut.....
- Delaware.....
- Floride.....
- Georgie .....
- Hawaii .....
- Idaho .....
- Illinois .....
- Indiana .....

- Iowa ..... ○
- Kansas ..... ○
- Kentucky ..... ○
- Louisiane ..... ○
- Maine ..... ○
- Maryland ..... ○
- Massachusetts ..... ○
- Michigan ..... ○
- Minnesota ..... ○
- Mississippi ..... ○
- Missouri ..... ○
- Montana ..... ○
- Nebraska ..... ○
- Nevada ..... ○
- New Hampshire ..... ○
- New Jersey ..... ○
- Nouveau Mexique ..... ○
- New York ..... ○
- Caroline du Nord ..... ○
- Dakota du Nord ..... ○
- Ohio ..... ○
- Oklahoma ..... ○
- Oregon ..... ○
- Pennsylvanie ..... ○
- Rhode Island ..... ○
- Caroline du Sud ..... ○
- Dakota du Sud ..... ○
- Tennessee ..... ○
- Texas ..... ○
- Utah ..... ○
- Vermont ..... ○
- Virginie ..... ○
- Washington ..... ○
- Virginie de l'Ouest ..... ○
- Wisconsin ..... ○
- Wyoming ..... ○