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Final Report
**Survey of Free and Secure
Trade (FAST) Members**



Prepared for
Canada Border Services Agency

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Ce rapport est aussi disponible en français sur demande

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TABLE OF CONTENTS

1.	EXECUTIVE SUMMARY	1
1.1	BACKGROUND AND PURPOSE.....	1
1.2	METHODOLOGY.....	1
1.3	LIMITATIONS OF THE DATA	2
1.4	MAIN FINDINGS	2
1.5	CONCLUDING REMARKS.....	5
2.	BACKGROUND.....	6
3.	METHODOLOGY.....	7
3.1	PURPOSE OF THE SURVEY.....	7
3.2	TARGET POPULATION	7
3.3	SAMPLING	7
3.4	SAMPLE	8
3.5	STATISTICAL ACCURACY	9
3.6	RESPONSE RATE.....	10
3.7	QUESTIONNAIRE.....	10
3.8	DATA COLLECTION	10
3.9	DATA ANALYSIS.....	12
4.	DETAILED FINDINGS	13
4.1	ABOUT THIS REPORT	15
	▪ <i>Overall Organization</i>	<i>15</i>
	▪ <i>Statistical Notes</i>	<i>15</i>
4.2	ABOUT THE RESPONDENTS	17
4.3	MOTIVATION TO ENROL.....	18
	▪ <i>Benefits Sought</i>	<i>18</i>
	▪ <i>Benefits of Using FAST Ports without FAST Lanes</i>	<i>19</i>
	▪ <i>Interest in Using the FAST Card in NEXUS Lanes.....</i>	<i>19</i>
	▪ <i>Unexpected Outcomes</i>	<i>19</i>
4.4	THE FAST EXPERIENCE	21
	▪ <i>Type of Goods Transported.....</i>	<i>21</i>
	▪ <i>Share of FAST Shipments</i>	<i>21</i>
	▪ <i>Impact on Officer Referrals.....</i>	<i>22</i>
	▪ <i>Time Saved.....</i>	<i>22</i>
	▪ <i>Border Crossings Used Most Often</i>	<i>23</i>

TABLE OF CONTENTS

(Continued)

4.5	SATISFACTION WITH THE APPLICATION PROCESS	25
	▪ <i>Detailed Ratings</i>	25
	▪ <i>Overall Satisfaction</i>	25
4.6	SATISFACTION WITH SERVICES AT THE BORDER.....	26
	▪ <i>Detailed Ratings</i>	26
	▪ <i>Overall Satisfaction with the FAST Program</i>	27
	▪ <i>Suggestions from Respondents</i>	27
5.	SUMMARY TABLES	29
TABLE 1	GENERAL PROFILE OF THE FAST MEMBERS WEIGHTED SAMPLE	31
TABLE 2	MAIN BENEFIT SOUGHT IN JOINING THE PROGRAM	33
TABLE 3	UNEXPECTED BENEFITS AND DRAWBACKS OF JOINING THE PROGRAM.....	35
TABLE 4	SHARE OF FAST SHIPMENTS ON TOTAL TRANSBORDER HAUL.....	36
TABLE 5	IMPACT OF FAST PROCESS ON OFFICER REFERRALS AND PROCESSING TIME – WHEN ENTERING CANADA –	37
TABLE 6	IMPACT OF FAST PROCESS ON OFFICER REFERRALS AND PROCESSING TIME – WHEN ENTERING THE U.S. –	38
TABLE 7	BORDER CROSSINGS USED MOST OFTEN	39
TABLE 8	USE FREQUENCY OF MAIN BORDER CROSSINGS	41
TABLE 9	RATINGS OF SATISFACTION WITH THE APPLICATION PROCESS.....	45
TABLE 10	RATINGS OF SATISFACTION WITH FAST SERVICES AT THE BORDER	46
TABLE 11	OVERALL SATISFACTION WITH FAST PROGRAM.....	47

APPENDIX - QUESTIONNAIRE (English and French)

1. EXECUTIVE SUMMARY

1.1 BACKGROUND AND PURPOSE

- This survey was commissioned by the Canada Border Services Agency (CBSA) to consult members of its Free and Secure Trade (FAST) program on a range of aspects related to the application process, services received at the border, and border crossings used when crossing the Canada U.S. land border.
- This joint initiative of the CBSA and U.S. Customs and Border Protection (CBP) is designed to facilitate fast and secure trade between Canada and the United States for eligible commercial goods.
 - FAST supports moving eligible goods across the border quickly and verifying trade compliance away from the border. It is a commercial process offered to pre-approved importers, carriers, and registered drivers (further detail can be found on the CBSA website <http://cbsa-asfc.gc.ca/prog/fast-expres/menu-eng.html>).
- The survey was designed to get direct feedback from FAST drivers on their experience of the Program, and their evaluation of its performance, especially in terms of its impact in reducing referrals by a border services officer for further verification and time saved for border clearance, compared to regular processing.
- This important input from FAST drivers is part of a broader evaluation study that will assess various aspects of the delivery of the Program by the CBSA.

1.2 METHODOLOGY

- The survey is based on random telephone interviews with a representative sample of 404 drivers, current members of the FAST program, conducted between December 12 and 16, 2007.
- The sampling method used a proportionate random process, using the CBSA FAST membership database as the sampling frame.
- To compensate for differences in response rate between groups of drivers, the sample was weighted by country of residence, based on the proportion of respondents that would be expected given membership data.

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- 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 FAST services at the border;
 - Border crossings used;
 - Types of goods transported between Canada and the U.S.;
 - Impact of the Program on processing time;
 - Satisfaction with the application process and services at the border; and,
 - Suggestions for improving the Program.

1.3 LIMITATIONS OF THE DATA

- The sample used for analysis can be regarded as statistically representative of the drivers registered in the FAST membership database within +/- 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

- 85% of all respondents were Canadian residents and most were living in Ontario (51%).
 - 57% had been driving trucks for at least 10 years.
 - The average length of membership was 2.7 years, with a large majority (80%) in the Program for at least two years.
- 80% of respondents transported goods into Canada or the U.S. over the past 6 months, and 72% transported at least one FAST-approved shipment.
 - Respondents were more likely to transport FAST-approved goods while entering the U.S. (45%) than Canada (30%).
 - Respondents permanently employed by a carrier were much more likely to report FAST-approved goods for all their shipments (27%) than independent operators (16%) or those under contract (19%).

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- Members who transported goods into either country over the past 6 months crossed most often at the Windsor / Detroit (Ambassador Bridge) and at Sarnia / Port Huron FAST ports.
 - The feedback received from FAST members who participated in the survey can be summarized by the following main findings:
 1. The Program meets the main expectation of its users.
 2. Members are interested in using their FAST card in NEXUS lanes.
 3. Use of the FAST process saves time.
 4. All aspects of the application process are highly rated.
 5. All aspects of the services at the border are highly rated.
 6. Overall satisfaction rating with the Program achieved a remarkable level: 89%.

1) The Program meets the main expectation of its users.

- While enrolment in the Program was quite often an employer requirement (50%), the large majority (62%) expected the same basic benefit from enrolling in the Program: quicker border clearance.
- Overall, half of the FAST process users acknowledged that the Program met their main expectation (48%) and many more respondents experienced unexpected benefits (25%) rather than unexpected drawbacks (5%) with the Program.
 - Few (17%) respondents did not feel the Program met their expectations.
- In addition, most (53%) respondents still saw an advantage of using the FAST card at FAST ports that do not have a FAST-dedicated line.

2) Members are interested in using their FAST card in NEXUS lanes.

- Six in 10 respondents (60%) would use their FAST card in NEXUS lanes for their personal travelling (54% would use it '*always*' and 6% '*most of the time*').
- Therefore, if the option of using the FAST card in NEXUS lanes was offered, it would certainly add value to enrolling in the Program.

3) Use of the FAST process saves time.

- Overall, findings indicate that the FAST process had a favourable impact on most of its users. It was associated with quicker border clearance when entering either country, especially the U.S. Of those who used the FAST process in the past 6 months, a large majority reported time savings when transporting FAST-approved goods across the border, especially when entering the U.S.:
 - 76% when entering the U.S.
 - 65% when entering Canada.
- On average, perceived time savings were quite substantial, and a good enough reason for becoming a member, especially when entering the U.S.:
 - 27 minutes when entering the U.S.
 - 18 minutes when entering Canada.
- While one-half (51%) of those entering Canada had never been referred by a Canadian officer over the past 6 months for verification of the goods, to have their truck examined or to answer further questions, most (71%) of those entering the U.S. were referred by an American officer at least once.
- Compared with drivers who entered Canada, more drivers who entered the U.S. said they were referred by border services officers. In contrast, they also perceived border clearance to be faster when entering the U.S. than before becoming a member.

4) All aspects of the application process are highly rated.

- Detailed satisfaction ratings of core aspects related to the application and enrolment process ranged from 67% to 93%.
 - Lowest level went to the amount of the application fee (67%), but even in that case only 20% were dissatisfied (very or somewhat) with the required fee.
- 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 and with the application process.
- Overall, 95% claimed to be satisfied with the application process and the Enrolment Centre:
 - 67% were 'very' satisfied;
 - 28% were 'somewhat' satisfied.
- Findings suggest that the application process and experience at the Enrolment Centre are not areas requiring immediate attention or improvements.

5) 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 86% to 93%.
 - 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.

6) Overall satisfaction rating with the Program achieved a remarkable level: 89%.

- 89% of recent users of the FAST process claimed to be satisfied with the Program, 'all things considered', a consistent finding throughout the sample.
 - 59% were 'very' satisfied;
 - 30% were 'somewhat' satisfied.
- 77% of the FAST process users said that the Program met (62%) or even exceeded (15%) their expectations (quicker border clearance was their main expectation).
- These findings reflect the significant time savings and reduced questioning that FAST card users reported for border clearance compared to regular processing, as well as consideration as a low risk traveller and the positive experience at the enrolment centre.

1.5 CONCLUDING REMARKS

- The feedback FAST members sent through this survey was quite clear: it shows that the Program is successful in fulfilling the main 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

- The Alternate Inspection Service delivery programs of FAST¹ and NEXUS² 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 eligible commercial goods and low-risk travellers.
- This report presents the findings of the survey conducted with drivers who registered in the FAST program.
- As part of the 1995 Canada-U.S. *Accord on Our Shared Border*, the initial phase of FAST for Canada and U.S. bound commercial shipments began in December 2002. FAST is a harmonized clearance process for shipments of known compliant importers. Fast participants must meet the requirements of Canada's Partners in Protection (PIP) program or the United States Customs Trade Partnership Against Terrorism (C-TPAT) program. To use the FAST lane truck drivers must possess a valid FAST Commercial Driver Card.

There are three major participant groups who are eligible for FAST: importers, carriers and drivers. All companies must demonstrate history of compliance with all relevant legislation and regulations, and importers must have acceptable books, records and audit trails. Following is a description of the process drivers have to follow to become FAST-approved.

- Drivers complete a Canada / U.S. FAST Commercial Driver Application for the U.S. and Canada.
 - The application is risk-assessed by the customs and immigration services of both countries.
 - Applicants identified as low risk report to an Enrolment Centre where they are interviewed, have their original identification and citizenship documents reviewed, are fingerprinted and have a digital photo taken.
 - Low-risk applicants are then issued a FAST Commercial Driver Identification Card.
- This survey is one component of a broader evaluation study that will assess various aspects of the Program.

¹ FAST (*Free And Secure Trade*) 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.

² 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. To become a NEXUS member, travellers must: a) submit an application and go through a registration process b) satisfy the eligibility criteria c) be admissible into Canada and the United States, and d) pass risk assessments by both countries. The findings of NEXUS survey were reported separately.

3. METHODOLOGY

3.1 PURPOSE OF THE SURVEY

- Overall, the survey results will contribute to an evaluation that will assess the progress that the FAST program has made in achieving its expected results.
- More precisely, to measure and explore:
 1. Drivers' level of satisfaction and experience with the Program, including the application process and services at border crossings;
 2. Perceived impact of the Program including time required to cross the border;
 3. Reasons for joining the Program;
 4. Perceived Program benefits and drawbacks;
 5. Suggestions for improving the Program; and
 6. Demographic composition of FAST members, including border crossing frequency at a Canada-U.S. land border crossing and type of goods transported.

3.2 TARGET POPULATION

- Drivers who are current members of the FAST program.

3.3 SAMPLING

- The sampling method used a proportionate random (probabilistic) process. A sample (names and telephone numbers) of 2,500 members was randomly drawn by the CBSA from their database of 77,928 registered drivers. From this list, Créatec randomly selected 1,260 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. Of the initial sample, 5% i.e., 59 drivers out of 1,260 names on the list could not take part in the survey because they were not driving trucks at the time of the survey (17) or no longer members (42).

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- Because the names of all potential respondents were 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 = 404 interviews** were completed.
 - This sample size allowed analysis of results only for broad groupings of respondents in terms of recent vs. older membership, type of operator and country of residence.
- To compensate for uneven response rates between groups of drivers, and to allow for descriptive statistics that apply to the entire membership, the sample was weighted by country of residence, based on the proportion of respondents that would be expected given 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 already statistically identical to membership data in terms of country of residence (Canadian residents accounted for 82% of the unweighted sample vs. 85% in membership data). Weighting was used for perfectly balancing the sample in terms of country of residence.

TABLE A REGIONAL DISTRIBUTION OF THE SAMPLE BEFORE AND AFTER WEIGHTING

	N Total	% unweighted	% weighted	% Sampling error (+/-)
▪ Ontario	197	49	51	7.1
▪ Quebec	63	16	16	---
▪ Prairies	52	13	13	---
▪ B.C.	10	2	3	---
▪ Atlantic	7	2	2	---
▪ Total Canada	329	82	85	5.5
▪ Michigan	25	6	5	---
▪ New York	14	3	3	---
▪ Pennsylvania	10	2	2	---
▪ Other states	26	6	5	---
▪ Total U.S.	75	17	15	11.5
TOTAL SAMPLE	404	100	100	4.9

Note: Numbers of respondents are raw numbers (unweighted). The sample was weighted by country (province/state) of residence. 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).

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 some border crossings in the past 6 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 51% response rate was achieved, calculated according to MRIA standards (see **Table B** on the following page)³.

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 Tool (CMT) recommended by the Treasury Board Secretariat for surveys related to the Service Improvement Initiative.

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 **December 12 and 16, 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, what will happen if a respondent chooses not to participate, 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 *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*

	Frequency	Total
Total Numbers in the Sample		1,260
INVALID NUMBERS		306
▪ Not in service,	296	
▪ Fax/not a residential number	10	
UNKNOWN (U)		182
▪ Busy, no answer, answering machine**	153	
▪ Language problem	21	
▪ Illness, incapable	5	
▪ Household refusal	3	
INELIGIBLE (I)		131
▪ In service but nobody of that name at the number	72	
▪ Not a truck driver anymore	42	
▪ Not a FAST member anymore	17	
ELIGIBLE (E)		237
▪ Selected respondent not available (long absence or call back failed)	218	
▪ Respondent refusal	15	
▪ Qualified respondent break-off (incomplete)	4	
COMPLETED INTERVIEWS (C)		404
RESPONSE RATE: RR = C / [(ER*U) + C +E]		51%
ELIGIBILITY RATE: ER = (C + E) / (C + E + I)		83%

* 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".

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 (type of operator, length of membership, and country of residence).
- A set of detailed computer tables, cross-tabulating answers by level of satisfaction, length of membership, type of operator and country of residence, was produced under separate cover. Summary Tables were built and incorporated into this report (see 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.
 - 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 FAST drivers.
- All descriptive and univariate results for the survey with FAST drivers are presented based solely on the weighted sample, as this sample more accurately represents the drivers membership. Percentages over .5 are rounded up.



4. DETAILED FINDINGS

4.1 ABOUT THIS REPORT

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.
 - For each Section, overall findings are highlighted first, with a reference to the corresponding table(s) in the Summary Tables Section where further detail can be found, based on the entire sample or the particular segment of respondents which was asked the questions (e.g., drivers who transported FAST-approved goods across the border in the past 6 months),.
 - Then, sub-groups whose results were most significantly above and below the overall sample average are presented.
- The following profiles were considered in the analysis :
 - Country of residence (2)
 - Type of operator (3)
 - Length of membership (2 years or less vs. more than 2 years)
- 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.

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.

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- 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.

4.2 ABOUT THE RESPONDENTS

- A total of 404 questionnaires were completed including 329 (8/10) by Canadian residents and 75 (2/10) by American residents.
 - 379 questionnaires were completed in English and 25 in French.
- In the Summary Tables Section (Section 5), **Table 1** shows the characteristics of the weighted sample of FAST drivers who took part in the survey.
- As can be seen, the largest regions of residence represented in the survey were Ontario (51%) and Quebec (16%).⁴
 - 85% were Canadian residents and 15% were American residents.
- Nearly two-thirds (63%) were permanently employed by a carrier and most (57%) had been driving trucks for at least 10 years.
 - American respondents reported more years of experience in driving trucks (77% said they had been driving for at least 10 years) than their Canadian counterparts (54%).
- Almost all respondents were male (94%) and were (80%) in the Program for at least two years.
- By far, the primary source of awareness about the Program was job-related (employer, client, colleague, etc. - 71%), especially among American drivers (80% vs. 69% for Canadian respondents).
 - Information from CBSA or the U.S. CBP ranked second (12%).

⁴ Note that before weighting, Ontario residents were slightly over-represented in the sample (49%) compared with membership data (42%).

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 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 FAST member (see **Table 2** in the Summary Tables Section for further detail).
- Overall, respondents said they enrolled in the Program mainly because it was “*required by their employer*” (50%) and to “*avoid line-ups / quicker border clearance*” (35%).
- When all reasons were combined, apart from an employer requirement for being able to haul goods across the border (**63%**), “*quicker border clearance*” was clearly the main benefit sought (**62%**), but a sizeable number were also looking specifically for:
 - “*Reduced questioning / interaction with border officers*” (17%);
 - “*Consideration as a low-risk traveller*” (15%);
 - “*Reduced frequency of examination by border officers*” (12%).
- Unsurprisingly, drivers permanently employed by a carrier were more likely required to enrol in the Program by their employer. Drivers under contract were more likely to have enrolled in the Program because they hoped it would speed border clearance.
- When asked, one-half (48%) of the respondents acknowledged that the FAST program met their main expectations, ‘*entirely*’ (20%) or ‘*for the most part*’ (28%).
 - While a sizeable number (32%) could not say or did not provide an answer to the question asking whether or not the Program fulfilled their expectations, few respondents (**17%**) said that they did not feel this Program met their expectations.
 - The sizeable proportion (32%) of respondents who did not state whether their expectations were met by the Program is likely the result of the large proportion of respondents who had to enrol because it was required by their employer (and not because they personally expected something from the Program).
 - There were no significant differences by years of membership, type of operator or country of residence.

BENEFITS OF USING FAST PORTS WITHOUT FAST LANES

Respondents were asked if there were any benefits of being a FAST approved driver when crossing at FAST ports that do not have FAST-dedicated lanes (see **Table 2** in the Summary Tables Section for further detail).

- Most respondents (**53%**) still saw an advantage of using the FAST card even at FAST ports that do not have a FAST-dedicated lane (for the same reasons that motivated them to enrol):
 - “Quicker border clearance” (30%);
 - “Reduced questioning” (13%); and,
 - “Consideration as a low-risk traveller” (8%).
- There were no significant differences in terms of years of membership, type of operator or country of residence.

INTEREST IN USING THE FAST CARD IN NEXUS LANES

Respondents were also asked how often they would use their FAST card in NEXUS lanes, if it was possible, when crossing the land border for their personal travelling (see **Table 2** in the Summary Tables Section for further detail).

- **60%** of respondents would use their FAST card always (54%) or most of the time (6%) in NEXUS lanes dedicated to low-risk travellers, if this option was offered.
 - Only 14% would never use their FAST card for their personal travelling.
 - American residents were even more receptive to this option: 64% said they would “always” use it vs. 52% of their Canadian counterparts.
- These findings suggest that being able to use their FAST card in NEXUS lanes for their personal travelling would be a welcome option for most FAST drivers.

UNEXPECTED OUTCOMES

- Only 5% of respondents reported to have experienced unexpected drawbacks with the FAST program (main mentions were “too slow / lanes closed” – 2% and “still get checked even with card” – 2%; see **Table 3** in Summary Tables Section for further detail).

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- To the contrary, 25% of respondents reported unexpected benefits with the FAST program.
 - Slightly more respondents reported additional benefits from using the FAST card while entering the U.S. (22%) than Canada (11%).
 - Overall, the main additional benefits were “*quicker border clearance*” (15%) and “*less questioning*” (12%), i.e., benefits that correspond to the main motivations for joining the Program. “*Quicker border clearance*” was more frequently associated with entering the U.S. (13%) than Canada (5%).
 - These findings suggest that no important unexpected result of joining the Program was experienced, whether positive or negative, and that users of the FAST card tended to have more often positive than negative surprises when crossing the border.

4.4 THE FAST EXPERIENCE

This section focuses on the frequency of using the FAST process over the past 6 months when entering Canada or the U.S. and its perceived impact on officer referrals and time required during a typical crossing.

TYPE OF GOODS TRANSPORTED

- **80%** of all respondents transported goods between Canada and the U.S. in the past 6 months and 20% did not. Those who did transported a wide range of goods (see **Table 4** in Summary Tables Section for further detail).
- Of those who transported goods between Canada and the U.S. in the past 6 months, the types of goods most often transported were:
 - Motor vehicles and parts (for 26% of respondents this was the type of goods most often transported);
 - Wood and paper (17%);
 - Food, feed and beverages (14%); and,
 - General freight (9%).

SHARE OF FAST SHIPMENTS

- Of those who transported goods between Canada and the U.S. in the past 6 months, most (**72%**) transported at least one FAST shipment and 28% said they did not transport any eligible goods (see **Table 4** in Summary Tables Section for further detail).
 - 42% had most of their shipments processed as FAST shipments.
 - **24%** said that all their shipments were FAST-approved goods.
- FAST drivers permanently employed for a carrier were more likely to report transporting FAST-approved goods in all their shipments (27%) than independent operators (16%) or those under contract (19%).
- **47%** of respondents reported to have used the FAST process at least once a month for transporting FAST-approved goods into Canada or the U.S. in the past 6 months (see **Tables 5 and 6** in Summary Tables Section for further detail):
 - 30% while entering Canada (11% at least 10 times);
 - 45% while entering the U.S. (20% at least 10 times).
 - American residents were only slightly more likely to have used the FAST process for transporting FAST-approved goods, whether entering Canada or the U.S.

IMPACT ON OFFICER REFERRALS

Those who used the FAST process for transporting FAST shipments in the past 6 months were asked how often they were referred by a border services officer for verification of the goods, to have their truck examined or to answer further questions (see **Tables 5 and 6** in Summary Tables Section for further detail).

- **49%** of those who, over the past 6 months, entered Canada using the FAST process were referred at least once by an officer (51% were never referred).
 - Comparatively, those entering the U.S. were more likely to be referred by an officer (**71%**); only 29% were never referred when entering the U.S.
- Most respondents who used the FAST process in the past 6 months, whether when entering Canada (**54%**) or the U.S. (**71%**), felt that crossing the border is now quicker than before becoming a FAST approved driver. The table below summarizes the findings.
- More drivers who entered the U.S. said they were referred by border services officers, compared with drivers who entered Canada. They also perceived border clearance to be faster than before becoming a member, compared with drivers who entered Canada.

EXPERIENCE AT THE BORDER	WHEN ENTERING	
	Canada (120) %	U.S. (182) %
Was referred by an officer		
▪ At least once	49	71
▪ Often	7	11
Compared to before becoming a member		
▪ Quicker than before	54	71
▪ About the same	40	20
▪ Slower than before	2	5
▪ Dk/Na	4	4

Figures based on those who transported FAST-approved goods between Canada and the U.S. in the past 6 months.

TIME SAVED

Those who used the FAST process in the past 6 months were asked how much time they saved on a typical crossing, compared to regular processing (see **Tables 5 and 6** in Summary Tables Section for further detail).

- A large majority of respondents reported time savings when transporting FAST-approved goods across the border, more likely when entering the U.S. than Canada:
 - **76%** when entering the U.S.
 - **65%** when entering Canada.

- On average, respondents estimated their time savings to be substantial, especially when entering the U.S.:
 - **27 minutes** when entering the U.S.
 - **18 minutes** when entering Canada.
- The difference of perceived time savings between entering Canada and the U.S. (9 minutes) was statistically significant, which confirms that respondents associated a stronger advantage with entering the U.S. than Canada, despite more frequent referrals by officers.
- A large majority of respondents who used the Fast process in the past 6 months found the time savings to be a good enough reason for becoming a member:
 - **73%** when entering the U.S.
 - **60%** when entering Canada.
- Overall, these findings indicate that the FAST process had a favourable impact on most of its users. It was associated with quicker border clearance when entering either country, especially the U.S.

BORDER CROSSINGS USED MOST OFTEN

- When those who transported goods (whether FAST-approved or not) between Canada and the U.S. in the past 6 months were asked about the FAST border crossings they used most often, four main locations emerged (see **Tables 7 and 8** in Summary Tables Section for further detail).
 - By far, Windsor / Detroit (Ambassador Bridge) was the FAST port used most often by members in the survey, as shown in the table below.
 - The high frequency of motor vehicles and parts shipments between the two countries, and the high proportion of respondents residing in Ontario may explain why Windsor / Detroit and Sarnia / Port Huron were the most often used FAST border crossings (*Note that 6 in 10 trucks arriving from the U.S. each day are processed through Southern Ontario border crossings – source: Report on Plans and Priorities 2006-2007*).

Main FAST ports used in past 6 months	Most often used (323) %	Among the three most often (323) %
1. Windsor / Detroit (Ambassador Bridge)	38	51
2. Sarnia / Port Huron (Blue Water Bridge)	12	33
3. Lacolle / Champlain	9	14
4. Peace Bridge / Fort Erie	7	23

Figures based on those who transported goods between Canada and the U.S. in the past 6 months.

- Usage of FAST border crossings was significantly different between recent (two years or less) and older members, as shown in the table below.
 - Recent members tended to use the Windsor / Detroit border crossing less often and other FAST crossings more often, compared with older members.

FAST port used most often in past 6 months	YEARS ENROLLED		
	Total (323) %	2 years or less (91) %	More than 2 years (232) %
▪ Windsor / Detroit (Ambassador Bridge)	38	25	43
▪ Sarnia / Port Huron (Blue Water Bridge)	12	14	11
▪ Lacolle / Champlain	9	12	8

Figures based on those who transported goods between Canada and the U.S. in the past 6 months (n=323).

4.5 SATISFACTION WITH THE APPLICATION PROCESS

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 9 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 and enrolment process ranged **from 67% to 93%**.
 - Highest levels went to completeness of information provided by the officer at the Enrolment Centre (93%) and to clarity of FAST Guides and Application form (92%).
 - Lowest level went to the amount of the application fee (67%), but even in that case only 20% were dissatisfied (very or somewhat) with the required fee.
 - Canadian citizens were more likely to be dissatisfied (22%) with the amount of the fee than their American counterparts (9%)⁵.
 - Note that on every aspect, the percentage of 'very' satisfied respondents outweighed the percentage of the 'somewhat' satisfied, which confirms that FAST drivers in the survey were really pleased with the service received at the Enrolment Centre and with the application process, even if most of them were asked to enrol by their employer.

OVERALL SATISFACTION

- Overall satisfaction with the application process ('very' and 'somewhat' percentages combined) was very high: **95%** claimed to be satisfied (67% were 'very' satisfied and 28% 'somewhat' satisfied).
 - No significant differences across the various groups of respondents were observed.
- These findings suggest that the application process and experience at the Enrolment Centre are not areas requiring immediate attention or improvements.

⁵ The strength of the Canadian currency at the time of the survey or enrolment and the fact that it was not reduced accordingly may explain why more Canadian residents were dissatisfied with the application fee.

4.6 SATISFACTION WITH SERVICES AT THE BORDER

Fast drivers who transported FAST-approved goods between Canada and the U.S. in the past 6 months were asked to rate FAST services received when entering Canada or the U.S., on the following aspects:

- > *Convenience of FAST lanes and booth locations;*
- > *Time it takes for border clearance;*
- > *Frequency of referral by officers;*
- > *Amount of questioning by officers; and,*
- > *Overall satisfaction with the Program.*

*Further detail can be found in **Tables 10 and 11** in the Summary Tables Section.*

DETAILED RATINGS

- Satisfaction ratings ('very' and 'somewhat' percentages combined) of aspects related to the FAST experience at the border were quite high, ranging **from 86% to 93%**.
- Overall, there was little difference between ratings of services received at either side of the border: it was the same positive experience, whether entering Canada or the U.S.
- However, residents of one country had a favourable bias for services received when entering the other country:
 - American residents tended to give better ratings than Canadian residents to services received when entering Canada.
 - Canadian residents tended to give better ratings than American residents to services received when entering the U.S., except for the amount of questioning by officers.
- Again, on every aspect surveyed, the percentage of 'very' satisfied respondents outweighed the percentage of 'somewhat' satisfied respondents, which is a clear indication that services received at either side of the border when using the FAST card were quite well perceived.
- Highest levels of satisfaction ('very' and 'somewhat' percentages combined) went to referrals by officers (93%) and questioning by officers (92%) when entering Canada.
- Lowest level (but still remarkably high) went to the location of FAST dedicated custom booths, whether when entering Canada (86%) or the U.S. (86%).
- Note that 9 out of 10 members confirmed that they were satisfied with the time it takes to complete the border crossing process using FAST, whether entering Canada or the U.S.

OVERALL SATISFACTION WITH THE FAST PROGRAM

Participants were asked to rate their overall satisfaction with the FAST program on a 5-point scale. They were also asked if the Program fulfilled or did not fulfill their expectations.

- Overall, the Program was highly rated: **89%** of those who transported FAST-approved goods in the past 6 months claimed to be satisfied (59% 'very' and 30% 'somewhat' satisfied), a high level seen only with top performing government services.
 - High overall satisfaction was consistently observed throughout the various groups of FAST drivers in the survey.
- **77%** of those who transported FAST-approved goods in the past 6 months said that the Program met (62%) or even exceeded (15%) their expectations; for 20%, the Program fell short of their expectations.
- These findings confirm that there are no important gaps in members' expectations that need to be addressed or require immediate attention.

SUGGESTIONS FROM RESPONDENTS

*The survey finally asked FAST drivers what could be done to improve the Program and service their needs better (see **Table 11** in Summary Tables Section for further detail).*

- 61% of those who transported FAST-approved goods in the past 6 months voluntarily provided comments about how to improve the Program. Most comments were about access to lanes:
 - More lanes or access hours (29%); and,
 - Faster lanes / better management of lanes to cross faster (23%).

5. SUMMARY TABLES

LIST OF TABLES

TABLE 1	GENERAL PROFILE OF THE FAST MEMBERS WEIGHTED SAMPLE	31
TABLE 2	MAIN BENEFIT SOUGHT IN JOINING THE PROGRAM.....	33
TABLE 3	UNEXPECTED BENEFITS AND DRAWBACKS OF JOINING THE PROGRAM.....	35
TABLE 4	SHARE OF FAST SHIPMENTS ON TOTAL TRANSBORDER HAUL	36
TABLE 5	IMPACT OF FAST PROCESS ON OFFICER REFERRALS AND PROCESSING TIME – WHEN ENTERING CANADA –.....	37
TABLE 6	IMPACT OF FAST PROCESS ON OFFICER REFERRALS AND PROCESSING TIME – WHEN ENTERING THE U.S. –	38
TABLE 7	BORDER CROSSINGS USED MOST OFTEN	39
TABLE 8	USE FREQUENCY OF MAIN BORDER CROSSINGS.....	41
TABLE 9	RATINGS OF SATISFACTION WITH THE APPLICATION PROCESS	45
TABLE 10	RATINGS OF SATISFACTION WITH FAST SERVICES AT THE BORDER	46
TABLE 11	OVERALL SATISFACTION WITH FAST PROGRAM	47

TABLE 1 GENERAL PROFILE OF THE FAST MEMBERS WEIGHTED SAMPLE

<i>All figures based on percentage of total sample</i>	N	TOTAL (404) %
Type of operator (Q6.1)		
▪ Permanently employed	256	63
▪ Under contract	74	19
▪ Independent	58	14
▪ Dk / Na	16	4
Country of residence (Q6.2)		
▪ Canada	329	85
▪ United States of America	75	15
Gender (Q6.3)		
▪ Male	379	94
▪ Female	25	6
Language of interview (Q6.4)		
▪ English	345	85
▪ French	59	15
Region (Q6.5)		
CANADA		
▪ Ontario	197	51
▪ Québec	63	16
▪ Prairies	52	13
▪ BC	10	3
▪ Atlantic	7	2
UNITED STATES		
▪ Michigan	25	5
▪ New York	14	3
▪ Pennsylvania	10	2
▪ Other U.S.	26	5
When enrolled (Q1.2)		
▪ 2007	46	11
▪ 2005-2006	167	42
▪ Before 2005	154	38
▪ Dk / Na	37	9
Experience driving trucks (Q1.3)		
▪ 6 months or less	8	2
▪ More than 6 months and no more than 1 year	2	1
▪ More than 1 year and no more than 2 years	20	5
▪ More than 2 years and no more than 3 years	24	6
▪ More than 3 years and no more than 4 years	16	4
▪ More than 4 years and no more than 5 years	15	4
▪ More than 5 years and no more than 10 years	79	20
▪ More than 10 years and no more than 15 years	59	14
▪ More than 15 years	176	43
▪ Dk / Na	5	1

TABLE 1 GENERAL PROFILE OF THE FAST MEMBERS WEIGHTED SAMPLE

<i>All figures based on percentage of total sample</i>	N	TOTAL (404) %
Q1.4 How did you <u>first</u> learn about the FAST program?		
▪ Your employment (employer, business colleague, associate, client, etc.)	287	71
▪ Word of mouth (friend, family, acquaintance, etc.)	39	10
▪ U.S. Customs or Canada Border Services officer	31	8
▪ Brochure / flyer / poster about FAST	13	3
▪ Driver training school	11	3
▪ Canada Border Services Agency or U.S. Customs Border Protection Agency Web site	10	3
▪ Radio, television or newspaper ad or report about FAST	4	1
▪ Letter sent to you by the Canada Border Services Agency as a member of another program informing you about FAST	1	<1
▪ Other Web site / the Internet	0	0
▪ Other	0	0
▪ Dk / Na	8	2

Note: Reading down the columns, the percentage of all respondents totals 100%.

TABLE 2 MAIN BENEFIT SOUGHT IN JOINING THE PROGRAM

<i>All figures based on percentage of total sample</i>	N	TOTAL (404) %
Q1.5 Among the following, what one reason had the <u>greatest</u> influence on your decision to become a FAST driver?		
▫ Required by my employer	204	50
▫ Quicker border clearance	141	35
▫ Reduced questioning / interaction with border officers	20	5
▫ Consideration as a low-risk traveller	18	4
▫ Assured entry to U.S.	10	3
▫ Reduced frequency of examination by border officers	2	1
▫ Assured entry to Canada	0	0
▫ Other	0	0
▫ None of these reasons were important	9	2
Q1.6 Were there <i>OTHER</i> important reasons in your decision to become a FAST approved driver?*		
▫ Required by my employer to be able to haul trucks across the border	256	63
▫ Quicker border clearance	251	62
▫ Reduced questioning / interaction with border officers	70	17
▫ Consideration as a low-risk traveller	61	15
▫ Reduced frequency of examination by border officers	50	12
▫ Assured entry to U.S.	30	7
▫ Assured entry to Canada	11	3
▫ Other	2	<1
▫ None of these reasons were important	9	2
Q1.7 You said that <Read main reason at Q1.5> was the most important reason in your decision to become a FAST approved driver. To what extent did having a FAST driver card meet this expectation you had? Would you say...?		
▫ Entirely	81	20
▫ For the most part	115	28
▫ Only in part	44	11
▫ Not at all	25	6
▫ Can't say / Dk / Na	130	32
▫ Didn't have good reason to become a FAST approved driver	9	2

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.

* Q1.5 / Q1.6 percentages combined.

TABLE 2 MAIN BENEFIT SOUGHT IN JOINING THE PROGRAM

<i>All figures based on percentage of total sample</i>	N	TOTAL (404) %
Q2.16 In your opinion, what is the main benefit of being a FAST approved driver when crossing at the FAST ports of entry that do not have FAST-dedicated lanes?		
▪ Quicker border clearance (IF NEEDED: i.e., avoid line ups)	120	30
▪ Reduced questioning / interaction with border officers	51	13
▪ Consideration as a low-risk traveller (IF NEEDED: i.e., by government, border agencies, border officials etc.)	31	8
▪ Reduced frequency of examination by border officers	7	2
▪ Required by my employer	4	1
▪ Assured entry to Canada	1	<1
▪ Assured entry to U.S.	1	<1
▪ Other, please specify	0	0
▪ None / no real benefit	117	29
▪ Dk / Na / Can't say	72	18
Q2.17 If it were possible to use your FAST driver card in the NEXUS lane, how often would you use your FAST card in NEXUS lanes when crossing the Canada-U.S. land border for your <u>personal travel</u>? Would you say...?		
▪ Always	219	54
▪ Most of the time	24	6
▪ Sometimes	23	6
▪ Never or almost never	57	14
▪ Never crosses for personal travelling	55	14
▪ Dk / Na / Refusal	26	6

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.

TABLE 3 UNEXPECTED BENEFITS AND DRAWBACKS OF JOINING THE PROGRAM

<i>All figures based on percentage of total sample</i>		N	TOTAL (404) %
Q1.8 <i>Has your experience using the FAST driver card resulted in any unexpected <u>benefits</u> or advantages? (If yes, ask: What kind of benefits or advantages? / Enter at least 5 words)</i> (OPEN-ENDED)	▪ Quicker clearance / faster process	61	15
	▪ Less questioning / inspection	48	12
	▪ Other	4	1
	▪ No / Dk / Na	303	75
Q1.9 <i>What additional advantages or benefits, if any, do you get from using the FAST card only while crossing into the U.S.?</i> (OPEN-ENDED)	▪ Quicker clearance / faster process	51	13
	▪ Accepted for identification	26	7
	▪ Less questioning / inspection	23	6
	▪ Other	1	<1
	▪ No / Dk / Na	315	78
Q1.10 <i>What additional advantages or benefits, if any, do you get from using the FAST card only while crossing into Canada?</i> (OPEN-ENDED)	▪ Less questioning / inspection	26	7
	▪ Quicker clearance / faster process	19	5
	▪ No / Dk / Na	361	89
Q1.11 <i>Has your experience using the FAST driver card resulted in any unexpected <u>drawbacks</u> or disadvantages? (If yes, ask: what kind of drawbacks or disadvantages? / Enter at least 5 words)</i> (OPEN-ENDED)	▪ Too slow / too many people / Lanes closed	9	2
	▪ Still get checked / pulled over even with card	6	2
	▪ Cannot use FAST card if employer not approved	6	1
	▪ Other	2	1
	▪ No / Dk / Na	382	95

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.

TABLE 4 SHARE OF FAST SHIPMENTS ON TOTAL TRANSBORDER HAUL

<i>All figures based on percentage of those who transported goods between Canada and the U.S. in the past 6 months</i>		N	TOTAL (323) %
Q2.1 <i>Over the past 6 months that is since the beginning of June, what type of goods did you transport <u>most often</u> across the Canada – U.S. border counting hauls carried both ways?</i>	▪ Motor vehicles and parts	86	26
	▪ Wood, paper	52	17
	▪ Food, feed, beverages	44	14
	▪ General freight	30	9
	▪ Metals and products	26	8
	▪ Chemical products / hazardous	22	7
	▪ Oil field LTL	17	5
	▪ Furniture	14	4
	▪ Stone / cement products	11	3
	▪ Plastic	9	3
	▪ Machinery	6	2
	▪ Agriculture waste	4	1
	▪ Garbage / trash	3	1
	▪ Informatics products	2	1
	▪ Other	6	2
▪ Can't say	17	5	
Q2.2 <i>Over the past 6 months, what <u>percentage</u> of your total U.S.-Canada transborder haul, counting hauls carried both ways was FAST shipment? As you probably know, FAST shipment includes goods transported between the U.S. and Canada (both ways) that meet the CBSA and CBP FAST eligibility criteria. For a driver to benefit from the FAST clearance process, the importer, carrier and the driver have all to be FAST approved. The driver has always to have a valid FAST driver card and documents proving that the shipment being transported meets the requirements to be processed as FAST shipment.</i>	▪ Less than 10%	50	16
	▪ Between 10% and 24%	15	5
	▪ Between 25% and 49%	16	5
	▪ Between 50% and 74%	30	9
	▪ Between 75% and 99%	28	9
	▪ 100% / all	78	24
	▪ Can't say	14	4
	▪ None	91	28
	▪ Refusal	1	<1

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.

**TABLE 5 IMPACT OF FAST PROCESS ON OFFICER REFERRALS AND PROCESSING TIME
– WHEN ENTERING CANADA –**

<i>All figures based on percentage of total sample</i>		N	TOTAL (404) %
Q2.5 <i>Over the past 6 months, when ENTERING Canada, approximately how many times on average per month did you use the FAST process transporting FAST shipment? *</i>	▪ Zero, not in past 6 months	284	70
	▪ Less than 10 times	71	18
	▪ Between 10 and 29 times	32	8
	▪ Between 30 and 59 times	3	1
	▪ Between 60 and 89 times	3	1
	▪ Between 90 and 119 times	0	0
	▪ More than 120 times	6	1
	▪ Dk / Na	5	1
<i>All figures based on percentage of those who transported FAST-approved goods when entering Canada in the past 6 months</i>		N	TOTAL (120) %
Q2.6 <i>Of the (Read response at Q2.5) you have used the FAST process when ENTERING Canada, how often were you referred by an Officer for verification of the goods, to have your truck examined or to answer further questions? Would you say...?</i>	▪ Never	62	51
	▪ Occasionally	46	38
	▪ Often	8	7
	▪ Dk / Na / Can't say	4	3
Q2.7 <i>Compared to before becoming a FAST approved driver, would you say that, for you, ENTERING Canada is now...?</i>	▪ Quicker than before	64	54
	▪ Slower than before	2	2
	▪ The same	49	40
	▪ Dk / Refusal	5	4
Q2.8 <i>Over the past 6 months, when ENTERING Canada, approximately how much waiting time in minutes, on a typical crossing, did you save compared to regular processing, because you are a FAST driver?</i>	▪ None	21	17
	▪ Less than 15 minutes	27	22
	▪ 15-30 minutes	41	34
	▪ 30 minutes to 1 hour	9	7
	▪ More than 1 hour	1	1
	▪ Average (minutes)		17.7
	▪ Dk / Na	21	18
Q2.9 <i>Is this amount of time you save worth becoming a FAST driver?</i>	▪ Yes	72	60
	▪ No / Not time saved	36	30
	▪ Dk / Na	12	10

* Figures based on percentage of total sample.

Note: Reading down the columns, the percentage of all respondents totals 100%.

**TABLE 6 IMPACT OF FAST PROCESS ON OFFICER REFERRALS AND PROCESSING TIME
– WHEN ENTERING THE U.S. –**

<i>All figures based on percentage of total sample</i>		N	TOTAL (404) %
Q2.11 <i>Over the past 6 months, when ENTERING the U.S., approximately how many times on average per month did you use the FAST process transporting FAST shipment? *</i>	▪ Zero, not in past 6 months	222	55
	▪ Less than 10 times	96	24
	▪ Between 10 and 29 times	54	13
	▪ Between 30 and 59 times	15	4
	▪ Between 60 and 89 times	4	1
	▪ Between 90 and 119 times	0	0
	▪ More than 120 times	9	2
	▪ Dk / Na	4	1
<i>All figures based on percentage of those who transported <u>FAST-approved</u> goods when entering the U.S. in the past 6 months</i>		N	TOTAL (182) %
Q2.12 <i>Of the (Read response at Q2.11) times you have used the FAST process when ENTERING the U.S., how often were you referred by an Officer for verification of the goods, to have your truck examined or to answer further questions? Would you say...?</i>	▪ Never	53	29
	▪ Occasionally	108	59
	▪ Often	20	11
	▪ Dk / Na / Can't say	1	1
Q2.13 <i>Compared to before becoming a FAST approved driver, would you say that, for you, ENTERING the U.S. is now...?</i>	▪ Quicker than before	128	71
	▪ Slower than before	10	5
	▪ The same	36	20
	▪ Dk / Refusal	8	4
Q2.14 <i>Over the past 6 months when ENTERING the U.S., approximately how much waiting time in minutes, on a typical crossing, did you save compared to regular processing, because you are a FAST driver?</i>	▪ None	26	14
	▪ Less than 15 minutes	26	15
	▪ 15-30 minutes	68	37
	▪ 30 minutes to 1 hour	28	15
	▪ More than 1 hour	14	11
	▪ Average (minutes)		26.9
	▪ Dk / Na	20	10
Q2.15 <i>Is this amount of time you save worth becoming a FAST driver?</i>	▪ Yes	133	73
	▪ No / no time saved	37	20
	▪ Dk / Na	12	7

* Figures based on percentage of total sample.

Note: Reading down the columns, the percentage of all respondents totals 100%.

TABLE 7

BORDER CROSSINGS USED MOST OFTEN

<i>All figures based on percentage of those who transported goods between Canada and the U.S. in the past 6 months</i>		N	TOTAL (323) %	
Q2.3 Over the past 6 months, what FAST border crossing did you use <u>most often</u>? Second most? Third most?				
1.	Windsor / Detroit (Ambassador Bridge)	▪ Most often	121	38
		▪ Most often and 2 nd	146	45
		▪ Most often, 2 nd and 3 rd	163	51
2.	Sarnia / Port Huron (Blue Water Bridge)	▪ Most often	39	12
		▪ Most often and 2 nd	90	28
		▪ Most often, 2 nd and 3 rd	104	33
3.	Lacolle / Champlain	▪ Most often	29	9
		▪ Most often and 2 nd	39	12
		▪ Most often, 2 nd and 3 rd	46	14
4.	Peace Bridge / Fort Erie	▪ Most often	23	7
		▪ Most often and 2 nd	51	16
		▪ Most often, 2 nd and 3 rd	74	23
5.	Emerson / Pembina	▪ Most often	15	5
		▪ Most often and 2 nd	19	6
		▪ Most often, 2 nd and 3 rd	22	7
6.	Queenston-Lewiston Bridge	▪ Most often	13	4
		▪ Most often and 2 nd	26	8
		▪ Most often, 2 nd and 3 rd	32	10
7.	Coutts / Sweetgrass	▪ Most often	9	3
		▪ Most often and 2 nd	13	4
		▪ Most often, 2 nd and 3 rd	17	5
8.	Pacific Highway / Blaine	▪ Most often	8	2
		▪ Most often and 2 nd	14	4
		▪ Most often, 2 nd and 3 rd	14	4
9.	Lansdowne / Thousand Island Bridge	▪ Most often	6	2
		▪ Most often and 2 nd	13	4
		▪ Most often, 2 nd and 3 rd	21	7
10.	North Portal	▪ Most often	6	2
		▪ Most often and 2 nd	10	3
		▪ Most often, 2 nd and 3 rd	12	4
11.	Stanstead / Derby Line	▪ Most often	4	1
		▪ Most often and 2 nd	13	4
		▪ Most often, 2 nd and 3 rd	19	6
12.	Cornwall / Massena	▪ Most often	2	1
		▪ Most often and 2 nd	3	1
		▪ Most often, 2 nd and 3 rd	5	2
13.	Sault Ste. Marie Bridge	▪ Most often	2	1
		▪ Most often and 2 nd	3	1
		▪ Most often, 2 nd and 3 rd	4	1

TABLE 7 **BORDER CROSSINGS USED MOST OFTEN**

<i>All figures based on percentage of those who transported goods between Canada and the U.S. in the past 6 months</i>		N	TOTAL (323) %
14. St. Stephen / Calais	▪ Most often	1	<1
	▪ Most often and 2 nd	1	<1
	▪ Most often, 2 nd and 3 rd	1	<1
15. Windsor / Detroit (Tunnel)	▪ Most often	1	<1
	▪ Most often and 2 nd	2	1
	▪ Most often, 2 nd and 3 rd	2	1
16. Woodstock / New Brunswick	▪ Most often	1	<1
	▪ Most often and 2 nd	1	<1
	▪ Most often, 2 nd and 3 rd	2	1
17. Osoyoos / Oroville	▪ Most often	0	0
	▪ Most often and 2 nd	0	0
	▪ Most often, 2 nd and 3 rd	0	0
18. Fort Frances Bridge	▪ Most often	0	0
	▪ Most often and 2 nd	0	0
	▪ Most often, 2 nd and 3 rd	0	0
19. St-Armand / Philipsburg	▪ Most often	0	0
	▪ Most often and 2 nd	3	1
	▪ Most often, 2 nd and 3 rd	4	1
▪ Other ports		32	10
▪ Can't say		11	3
▪ None in past 6 months		0	0
▪ Refusal		0	0

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.

TABLE 8

USE FREQUENCY OF MAIN BORDER CROSSINGS

<i>All figures based on percentage of those who transported goods between Canada and the U.S. in the past 6 months</i>		N	TOTAL (323) %	Used most often %
Q2.4 Over the past 6 months, approximately how many times on average per month did you ENTER Canada through (Q2.3:1 / first mention at Q2.3)? (Read if required)				
1. Windsor / Detroit (Ambassador Bridge)	▪ Zero, not in past 6 months	209	64	38
	▪ Less than 10 times	49	15	
	▪ Between 10 and 29 times	47	15	
	▪ Between 30 and 59 times	9	3	
	▪ Between 60 and 89 times	1	<1	
	▪ Between 90 and 119 times	1	<1	
	▪ More than 120 times	6	2	
	▪ Dk / Na	1	<1	
2. Sarnia / Port Huron (Blue Water Bridge)	▪ Zero, not in past 6 months	287	89	12
	▪ Less than 10 times	17	5	
	▪ Between 10 and 29 times	14	4	
	▪ Between 30 and 59 times	4	1	
	▪ Between 60 and 89 times	1	<1	
	▪ Between 90 and 119 times	0	0	
	▪ More than 120 times	0	0	
	▪ Dk / Na	0	0	
3. Lacolle / Champlain	▪ Zero, not in past 6 months	296	92	9
	▪ Less than 10 times	9	3	
	▪ Between 10 and 29 times	11	3	
	▪ Between 30 and 59 times	2	1	
	▪ Between 60 and 89 times	4	1	
	▪ Between 90 and 119 times	0	0	
	▪ More than 120 times	1	<1	
	▪ Dk / Na	0	0	
4. Peace Bridge / Fort Erie	▪ Zero, not in past 6 months	300	93	7
	▪ Less than 10 times	13	4	
	▪ Between 10 and 29 times	6	2	
	▪ Between 30 and 59 times	2	1	
	▪ Between 60 and 89 times	0	0	
	▪ Between 90 and 119 times	0	0	
	▪ More than 120 times	2	1	
	▪ Dk / Na	0	0	
5. Emerson / Pembina	▪ Zero, not in past 6 months	309	96	5
	▪ Less than 10 times	10	3	
	▪ Between 10 and 29 times	1	<1	
	▪ Between 30 and 59 times	0	0	
	▪ Between 60 and 89 times	1	<1	
	▪ Between 90 and 119 times	0	0	
	▪ More than 120 times	1	<1	
	▪ Dk / Na	1	<1	

TABLE 8

USE FREQUENCY OF MAIN BORDER CROSSINGS

<i>All figures based on percentage of those who transported goods between Canada and the U.S. in the past 6 months</i>		N	TOTAL (323) %	Used most often %
6. Queenston-Lewiston Bridge	▪ Zero, not in past 6 months	311	96	4
	▪ Less than 10 times	5	2	
	▪ Between 10 and 29 times	4	1	
	▪ Between 30 and 59 times	1	<1	
	▪ Between 60 and 89 times	0	0	
	▪ Between 90 and 119 times	0	0	
	▪ More than 120 times	1	<1	
	▪ Dk / Na	1	<1	
7. Coutts / Sweetgrass	▪ Zero, not in past 6 months	314	97	3
	▪ Less than 10 times	8	3	
	▪ Between 10 and 29 times	1	<1	
	▪ Between 30 and 59 times	0	0	
	▪ Between 60 and 89 times	0	0	
	▪ Between 90 and 119 times	0	0	
	▪ More than 120 times	0	0	
	▪ Dk / Na	0	0	
8. Pacific Highway / Blaine	▪ Zero, not in past 6 months	316	98	2
	▪ Less than 10 times	5	1	
	▪ Between 10 and 29 times	0	0	
	▪ Between 30 and 59 times	1	<1	
	▪ Between 60 and 89 times	0	0	
	▪ Between 90 and 119 times	0	0	
	▪ More than 120 times	0	0	
	▪ Dk / Na	1	<1	
9. Lansdowne / Thousand Island Bridge	▪ Zero, not in past 6 months	317	98	2
	▪ Less than 10 times	5	2	
	▪ Between 10 and 29 times	1	<1	
	▪ Between 30 and 59 times	0	0	
	▪ Between 60 and 89 times	0	0	
	▪ Between 90 and 119 times	0	0	
	▪ More than 120 times	0	0	
	▪ Dk / Na	0	0	
10. North Portal	▪ Zero, not in past 6 months	318	98	2
	▪ Less than 10 times	4	1	
	▪ Between 10 and 29 times	1	<1	
	▪ Between 30 and 59 times	0	0	
	▪ Between 60 and 89 times	0	0	
	▪ Between 90 and 119 times	0	0	
	▪ More than 120 times	0	0	
	▪ Dk / Na	0	0	

TABLE 8

USE FREQUENCY OF MAIN BORDER CROSSINGS

<i>All figures based on percentage of those who transported goods between Canada and the U.S. in the past 6 months</i>		N	TOTAL (323) %	Used most often %
11. Stanstead / Derby Line	▪ Zero, not in past 6 months	319	99	1
	▪ Less than 10 times	1	<1	
	▪ Between 10 and 29 times	2	1	
	▪ Between 30 and 59 times	1	<1	
	▪ Between 60 and 89 times	0	0	
	▪ Between 90 and 119 times	0	0	
	▪ More than 120 times	0	0	
	▪ Dk / Na	0	0	
12. Cornwall / Massena	▪ Zero, not in past 6 months	321	99	1
	▪ Less than 10 times	1	<1	
	▪ Between 10 and 29 times	0	0	
	▪ Between 30 and 59 times	0	0	
	▪ Between 60 and 89 times	1	<1	
	▪ Between 90 and 119 times	0	0	
	▪ More than 120 times	0	0	
	▪ Dk / Na	0	0	
13. Sault Ste. Marie Bridge	▪ Zero, not in past 6 months	321	99	1
	▪ Less than 10 times	1	<1	
	▪ Between 10 and 29 times	0	0	
	▪ Between 30 and 59 times	1	<1	
	▪ Between 60 and 89 times	0	0	
	▪ Between 90 and 119 times	0	0	
	▪ More than 120 times	0	0	
	▪ Dk / Na	0	0	
14. St. Stephen / Calais	▪ Zero, not in past 6 months	322	100	<1
	▪ Less than 10 times	1	<1	
	▪ Between 10 and 29 times	0	0	
	▪ Between 30 and 59 times	0	0	
	▪ Between 60 and 89 times	0	0	
	▪ Between 90 and 119 times	0	0	
	▪ More than 120 times	0	0	
	▪ Dk / Na	0	0	
15. Windsor / Detroit (Tunnel)	▪ Zero, not in past 6 months	322	100	<1
	▪ Less than 10 times	0	0	
	▪ Between 10 and 29 times	1	<1	
	▪ Between 30 and 59 times	0	0	
	▪ Between 60 and 89 times	0	0	
	▪ Between 90 and 119 times	0	0	
	▪ More than 120 times	0	0	
	▪ Dk / Na	0	0	

TABLE 8

USE FREQUENCY OF MAIN BORDER CROSSINGS

<i>All figures based on percentage of those who transported goods between Canada and the U.S. in the past 6 months</i>		N	TOTAL (323) %	Used most often %
16. Woodstock / New Brunswick	▪ Zero, not in past 6 months	323	100	<1
	▪ Less than 10 times	0	0	
	▪ Between 10 and 29 times	0	0	
	▪ Between 30 and 59 times	0	0	
	▪ Between 60 and 89 times	0	0	
	▪ Between 90 and 119 times	0	0	
	▪ More than 120 times	0	0	
	▪ Dk / Na	0	0	
17. Osoyoos / Oroville	▪ Zero, not in past 6 months	323	100	0
	▪ Less than 10 times	0	0	
	▪ Between 10 and 29 times	0	0	
	▪ Between 30 and 59 times	0	0	
	▪ Between 60 and 89 times	0	0	
	▪ Between 90 and 119 times	0	0	
	▪ More than 120 times	0	0	
	▪ Dk / Na	0	0	
18. Fort Frances Bridge	▪ Zero, not in past 6 months	323	100	0
	▪ Less than 10 times	0	0	
	▪ Between 10 and 29 times	0	0	
	▪ Between 30 and 59 times	0	0	
	▪ Between 60 and 89 times	0	0	
	▪ Between 90 and 119 times	0	0	
	▪ More than 120 times	0	0	
	▪ Dk / Na	0	0	
19. St-Armand / Philipsburg	▪ Zero, not in past 6 months	323	100	0
	▪ Less than 10 times	0	0	
	▪ Between 10 and 29 times	0	0	
	▪ Between 30 and 59 times	0	0	
	▪ Between 60 and 89 times	0	0	
	▪ Between 90 and 119 times	0	0	
	▪ More than 120 times	0	0	
	▪ Dk / Na	0	0	
• Other ports	▪ Zero, not in past 6 months	298	92	10
	▪ Less than 10 times	13	4	
	▪ Between 10 and 29 times	5	2	
	▪ Between 30 and 59 times	2	1	
	▪ Between 60 and 89 times	1	<1	
	▪ Between 90 and 119 times	1	<1	
	▪ More than 120 times	1	<1	
	▪ Dk / Na	2	1	

Note: Share (used most often) of border crossings based on three most often used border crossings.

TABLE 9 RATINGS OF SATISFACTION WITH THE APPLICATION PROCESS

<i>All figures based on percentage of total sample</i>		N	TOTAL (404) %
Q3.1 Questions that follow are related to your experience with the <u>application and enrolment process</u> for becoming a FAST driver. 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).			
▪ The officer at the Enrolment Centre informed you of everything you needed to know about the rules and regulation of the program	<ul style="list-style-type: none"> ▪ Agree* ▪ Disagree** ▪ Can't say 	375 18 11	93 4 3
▪ The FAST Guides and Application form were clear	<ul style="list-style-type: none"> ▪ Agree ▪ Disagree ▪ Can't say 	372 17 15	92 4 4
▪ The time it took to receive the letter inviting you to come to the Enrolment Centre to complete the enrolment process was acceptable	<ul style="list-style-type: none"> ▪ Agree ▪ Disagree ▪ Can't say 	347 42 15	86 11 4
▪ The Enrolment Centre's hours of operation were convenient	<ul style="list-style-type: none"> ▪ Agree ▪ Disagree ▪ Can't say 	346 47 11	86 12 3
▪ The Enrolment Centre's location was convenient	<ul style="list-style-type: none"> ▪ Agree ▪ Disagree ▪ Can't say 	320 73 11	79 18 3
▪ The amount of the application fee was reasonable (if needed specify: \$80 CDN or \$50 USD)	<ul style="list-style-type: none"> ▪ Agree ▪ Disagree ▪ Can't say 	271 79 54	67 20 13
Average 'agree' rating:			83.9
Q3.2 Overall, how satisfied were you with the <u>overall quality of service</u> you received at the FAST Enrolment Centre? Would you say very satisfied, somewhat satisfied, somewhat dissatisfied, very dissatisfied or you can't say (neutral)?	<ul style="list-style-type: none"> ▪ Satisfied*** ▪ Dissatisfied**** ▪ Dk / Na 	385 14 5	95 4 1

Note: Reading down the columns, the percentage of all respondents totals 100%.

- * 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 10 RATINGS OF SATISFACTION WITH FAST SERVICES AT THE BORDER

<i>All figures based on percentage of those who transported FAST-approved goods between Canada and the U.S. in the past 6 months</i>		N	TOTAL %	
Q4.1 Questions that follow are related to your experience using the FAST release process crossing when ENTERING Canada from the U.S. and when ENTERING the U.S. from Canada. 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).				
When ENTERING Canada			(120)	
<ul style="list-style-type: none"> ▪ While ENTERING Canada, the frequency with which you are referred by an Officer for verification of the goods, to have your truck examined or to answer further questions is acceptable 	<ul style="list-style-type: none"> ▪ Agree* ▪ Disagree** ▪ Can't say 	112 4 4	93 3 3	
	<ul style="list-style-type: none"> ▪ When ENTERING Canada, the amount of questioning by officers is acceptable 	<ul style="list-style-type: none"> ▪ Agree ▪ Disagree ▪ Can't say 	111 7 2	92 5 2
		<ul style="list-style-type: none"> ▪ While ENTERING Canada, the time it takes to complete the border crossing process using FAST is acceptable 	<ul style="list-style-type: none"> ▪ Agree ▪ Disagree ▪ Can't say 	108 5 7
<ul style="list-style-type: none"> ▪ When ENTERING Canada, FAST dedicated customs booths are conveniently located 			<ul style="list-style-type: none"> ▪ Agree ▪ Disagree ▪ Can't say 	102 12 6
	Average 'agree' rating:			90.0
	When ENTERING the U.S.			(182)
<ul style="list-style-type: none"> ▪ When ENTERING the U.S., the amount of questioning by officers is acceptable 	<ul style="list-style-type: none"> ▪ Agree ▪ Disagree ▪ Can't say 	163 18 1	89 9 1	
	<ul style="list-style-type: none"> ▪ While ENTERING the U.S., the frequency with which you are referred by an Officer for verification of the goods, to have your truck examined or to answer further questions is acceptable 	<ul style="list-style-type: none"> ▪ Agree ▪ Disagree ▪ Can't say 	161 19 2	89 10 1
		<ul style="list-style-type: none"> ▪ While ENTERING the U.S., the time it takes to complete the border crossing process using FAST is acceptable 	<ul style="list-style-type: none"> ▪ Agree ▪ Disagree ▪ Can't say 	159 19 4
<ul style="list-style-type: none"> ▪ When ENTERING the U.S., FAST dedicated customs booths are conveniently located 			<ul style="list-style-type: none"> ▪ Agree ▪ Disagree ▪ Can't say 	155 15 12
	Average 'agree' rating:			87.8

Note: Reading down the columns, the percentage of all respondents totals 100%.

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

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

TABLE 11

OVERALL SATISFACTION WITH FAST PROGRAM

<i>All figures based on percentage of those who transported FAST-approved goods between Canada and the U.S. in the past 6 months</i>		N	TOTAL (192) %
Q5.1 <i>Now, we have covered a range of aspects related to the services that FAST approved drivers receive from the FAST program. All things considered, how would you rate your overall satisfaction with the FAST program? Would you say very satisfied, somewhat satisfied, somewhat dissatisfied, very dissatisfied or you can't say (neutral)?</i>	▪ Very satisfied	113	59
	▪ Somewhat satisfied	57	30
	▪ Somewhat dissatisfied	11	6
	▪ Very dissatisfied	9	5
	▪ Can't say / neutral	2	1
Q5.2 <i>Considering all of your expectations when becoming a FAST driver, to what extent has the FAST program fulfilled or not fulfilled your expectations? Would you say it has...?</i>	▪ Met your expectations	121	62
	▪ Fallen short of your expectations	38	20
	▪ Exceeded your expectations	28	15
	▪ Can't say	5	3
Q5.3 <i>In your opinion, what could be done to improve the FAST program and serve you better? (OPEN-ENDED)</i>	▪ More fast lane / crossing border / opening hours	56	29
	▪ Better management of the lanes to go faster	43	23
	▪ Unify the procedures / better training	24	13
	▪ Border guards should be nicer	12	6
	▪ Make it easier for suppliers / shippers	10	5
	▪ Better security control by Canadian officers	6	3
	▪ Other	0	0
	▪ Dk / Na	75	39

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.

APPENDIX

QUESTIONNAIRE (English and French)

FAST – Free and Secure Trade 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 FAST Program.

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

This survey will help to identify possible improvements of the FAST 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 FAST 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).

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 FAST DRIVER

Q1.1 To begin, do you still have a valid FAST driver card (Free and Secure Trade, a joint Canada-United States initiative offered to registered drivers and pre-approved importers, carriers)?

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

Q1.2 When did you become a FAST approved driver?

Month Year 20/19 • Dk/Na.....

Q1.3 For how long have you been a truck driver? (**Read if required**)

- 6 months or less.....
- More than 6 months and no more than 1 year.....
- More than 1 year and no more than 2 years.....
- More than 2 years and no more than 3 years.....
- More than 3 years and no more than 4 years.....
- More than 4 years and no more than 5 years.....
- More than 5 years and no more than 10 years.....
- More than 10 years and no more than 15 years.....
- More than 15 years
- Dk/Na

Q1.4 How did you first learn about the FAST program? (**Read if required**)

1. Your employment (employer, business colleague, associate, client, etc.)
2. U.S. Customs or Canada Border Services officer
3. Canada Border Services Agency or U.S. Customs Border Protection Agency Web site.....
4. Other Website/the Internet.....
5. Letter sent to you by the Canada Border Services Agency as a member of another program informing you about FAST.....
6. Brochure/flyer/poster about FAST
7. Radio, television or newspaper ad or report about FAST.....
8. Word of mouth (friend, family, acquaintance, etc.)
- Other (**please specify**)
- Dk/Na

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

- 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. Required by my employer.....
- 6. Assured entry to Canada.....
- 7. Assured entry to U.S.....

DO NOT READ

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

<input type="radio"/> SKIP TO Q1.8

Q1.6 Were there OTHER important reasons in your decision to become a FAST approved driver? (**Up to three 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. Required by my employer to be able to haul trucks across the border.....
- 6. Assured entry to Canada.....
- 7. Assured entry to 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 FAST approved driver. To what extent did having a FAST driver card meet this expectation you had? Would you say...? (**Read**)

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

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

- No / Dk/Na.....

Q1.9 What additional advantages or benefits, if any, do you get from using the FAST card only while crossing into the U.S.? **(Write in)**

Q1.10 What additional advantages or benefits, if any, do you get from using the FAST card only while crossing into Canada? **(Write in)**

Q1.11 Has your experience using the FAST driver card resulted in any unexpected drawbacks or disadvantages? **(If yes, ask: what kind of drawbacks or disadvantages? / Enter at least 5 words)**

- No / Dk/Na.....

2. EXPERIENCE WITH THE FAST PROGRAM

Q2.1 Over the past 6 months that is since the beginning of June, what type of goods did you transport most often across the Canada – U.S. border counting hauls carried both ways? **(Specify)**

- Cannot say
 - None in past 6 months
 - Refusal
- SKIP TO Q2.7**

Q2.2 Over the past 6 months, what percentage of your total U.S.-Canada transborder haul counting hauls carried both ways was Fast shipment? As you probably know, FAST shipment includes goods transported between the U.S. and Canada (both ways) that meet the CBSA and CBP FAST eligibility criteria. For a driver to benefit from the FAST clearance process, the importer, carrier and the driver have all to be FAST approved. The driver has always to have a valid FAST driver card and documents proving that the shipment being transported meets the requirements to be processed as FAST shipment. **(Read if required)**

- Less than 10%.....
- Between 10% and 24%
- Between 25% and 49%
- Between 50% and 74%
- Between 75% and 99%
- 100% / all.....
- Can't say
- None
- Refusal

Q2.3 Over the past 6 months, what FAST border crossing did you use most often? Second most? Third most? (**Read if required / Record 3 answers in order of mention**)

	First	Second	Third
1. Windsor / Detroit (Ambassador Bridge)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Windsor / Detroit (Tunnel)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Sarnia / Port Huron (Blue Water Bridge)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Peace Bridge / Fort Erie	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Queenston-Lewiston Bridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Pacific Highway / Blaine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Lacolle / Champlain	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Lansdowne / Thousand Island Bridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Coutts / Sweetgrass	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Woodstock / New Brunswick	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Stanstead / Derby Line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Emerson / Pembina	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Osoyoos / Oroville	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. St. Stephen / Calais	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Cornwall / Massena	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Fort Frances Bridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Sault Ste. Marie Bridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. St-Armand / Philipsburg	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. North Portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Other ports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Can't say	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• None in past 6 months	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	SKIP TO Q2.7		
• Refusal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	SKIP TO Q2.7		

ROTATE Q2.4-Q2.9 AND Q2.10-Q2.15

Q2.4 Over the past 6 months, approximately how many times on average per month did you ENTER Canada through (**Q2.3:1** / first mention at **Q2.3**)? (**Read if required**)

- Zero, not in past 6 months **SKIP TO Q2.7**
- Less than 10 times
- Between 10 and 29 times
- Between 30 and 59 times
- Between 60 and 89 times
- Between 90 and 119 times
- More than 120 times
- Dk/Na

IF DID NOT TRANSPORT ANY PRE-APPROVED GOODS ACROSS THE BORDER USING FAST OVER THE PAST 6 MONTHS (SEE Q2.1 and Q2.2), SKIP TO Q2.7

The next few questions are about your experience while ENTERING Canada with pre-approved goods hauled for FAST importers or carriers.

Q2.5 Over the past 6 months, when ENTERING Canada, approximately how many times on average per month did you use the FAST process transporting FAST shipment? **(Read if required)**

- Zero, not in past 6 months **SKIP TO Q2.7**
- Less than 10 times
- Between 10 and 29 times
- Between 30 and 59 times
- Between 60 and 89 times
- Between 90 and 119 times
- More than 120 times
- Dk/Na

Q2.6 Of the **(Read response at Q2.5)** you have used the FAST process when ENTERING Canada, how often were you referred by an Officer for verification of the goods, to have your truck examined or to answer further questions? Would you say...? **(Read)**

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

Q2.7 Compared to before becoming a FAST approved driver, would you say that, for you, ENTERING Canada is now...? **(Read)**

- Quicker than before
- Slower than before.....
- The same
- Dk / Refusal.....

IF DID NOT TRANSPORT ANY PRE-APPROVED GOODS ACROSS THE BORDER OVER THE PAST 6 MONTHS (SEE Q2.1 AND Q2.2), SKIP TO Q2.10

Q2.8 Over the past 6 months, when ENTERING Canada, approximately how much waiting time in minutes, on a typical crossing, did you save compared to regular processing, because you are a FAST driver?

minutes

- Dk/Na / Can't say

IF NO TIME SAVED, SKIP TO Q2.10

Q2.9 Is this amount of time you save worth becoming a FAST driver?

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

Q2.10 Over the past 6 months, approximately how many times on average per month did you ENTER the U.S. (**Q2.3:1** / first mention at **Q2.3**)? (**Read if required**)

- Zero, not in past 6 months **SKIP TO Q2.13**
- Less than 10 times
- Between 10 and 29 times
- Between 30 and 59 times
- Between 60 and 89 times
- Between 90 and 119 times
- More than 120 times
- Dk/Na

IF DID NOT TRANSPORT ANY PRE-APPROVED GOODS ACROSS THE BORDER USING FAST OVER THE PAST 6 MONTHS (SEE Q2.1 and Q2.2), SKIP TO Q2.13

Now, I will ask you the same questions regarding your experience while ENTERING the U.S. with pre-approved goods hauled for FAST importers or carriers.

Q2.11 Over the past 6 months, when ENTERING the U.S., approximately how many times on average per month did you use the FAST process transporting FAST shipment? (**Read if required**)

- Zero, not in past 6 months **SKIP TO Q2.13**
- Less than 10 times
- Between 10 and 29 times
- Between 30 and 59 times
- Between 60 and 89 times
- Between 90 and 119 times
- More than 120 times
- Dk/Na

Q2.12 Of the (**Read response at Q2.11**) times you have used the FAST process when ENTERING the U.S., how often were you referred by an Officer for verification of the goods, to have your truck examined or to answer further questions? Would you say...? (**Read**)

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

Q2.13 Compared to before becoming a FAST approved driver, would you say that, for you, ENTERING the U.S. is now...? (**Read**)

- Quicker than before
- Slower than before.....
- The same
- Dk / Refusal.....

IF DID NOT TRANSPORT ANY PRE-APPROVED GOODS ACROSS THE BORDER OVER THE PAST 6 MONTHS (SEE Q2.1), SKIP TO Q2.16

IF RESPONSE TO Q2.11 = ZERO, SKIP TO Q2.16

Q2.14 Over the past 6 months when ENTERING the U.S., approximately how much waiting time in minutes, on a typical crossing, did you save compared to regular processing, because you are a FAST driver?

minutes

- Dk/Na / Can't say

IF NO TIME SAVED SKIP TO Q2.16

Q2.15 Is this amount of time you save worth becoming a FAST driver?

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

Q2.16 In your opinion, what is the main benefit of being a FAST approved driver when crossing at the FAST ports of entry that do not have FAST-dedicated lanes? (**Read if required**) (**NOTE TO THE INTERVIEWER: Not all** FAST ports of entry have lanes dedicated to FAST drivers (only Windsor / Detroit Ambassador Bridge and Sarnia / Point Huron Blue Water Bridge have dedicated lanes)).

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. Required by my employer
6. Assured entry to Canada
7. Assured entry to U.S.
- (DO NOT READ) Other, please specify.....
- None / no real benefit.....
- Dk/Na / Can't say

Q2.17 If it were possible to use your FAST driver card in the NEXUS lane, how often would you use your FAST card in NEXUS lanes when crossing the Canada-U.S. land border for your personal travel? Would you say...? (**Read**)

- Always.....
- Most of the time.....
- Sometimes
- Never or almost never.....

DO NOT READ

- Never crosses for personal travelling...
- Dk / Refusal.....

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 FAST driver. 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 FAST 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 Enrolment Centre to complete the enrolment process 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 officer at the Enrolment Centre informed you of everything you needed to know about the rules and regulation of the 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 FAST 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 FAST SERVICES AT THE BORDER

Q4.1 Questions that follow are related to your experience using the FAST release process crossing when ENTERING Canada from the U.S. and when ENTERING the U.S. from Canada. 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 PAIRS - ALWAYS ASK a) FIRST b) SECOND		Agree strongly	Agree somewhat	Disagree somewhat	Disagree strongly	Can't say
1a)	When ENTERING Canada, FAST dedicated custom booths are conveniently located	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1b)	When ENTERING the U.S., FAST dedicated custom booths are conveniently located	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2a)	While ENTERING Canada, the time it takes to complete the border crossing process using FAST is acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2b)	While ENTERING the U.S., the time it takes to complete the border crossing process using FAST is acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3a)	While ENTERING Canada, the frequency with which you are referred by an Officer for verification of the goods, to have your truck examined or to answer further questions is acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3b)	While ENTERING the U.S., the frequency with which you are referred by an Officer for verification of the goods, to have your truck examined or to answer further questions is acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4a)	When ENTERING Canada, the amount of questioning by officers is acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4b)	When ENTERING the U.S., the amount of questioning by officers is acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. OVERALL SATISFACTION

Q5.1 Now, we have covered a range of aspects related to the services that FAST approved drivers receive from the FAST program. All things considered, how would you rate your overall satisfaction with the FAST 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 FAST driver, to what extent has the FAST 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 could be done to improve the FAST program and serve you better?

6. CLASSIFICATION

The interview is almost over. We have now a last few 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 Are you an independent owner-operator picking up loads for various shippers and/or carriers or do you work under contract (or are employed) with one particular carrier or company?

- Independent
- Under contract.....
- Permanently employed
- Dk/Na

Q6.2 What is your current country of residence? Is it...? (**Read / Accept one answer**)

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

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

Q6.3 Gender

- Male
- Female

Q6.4 Language of interview

- English
- French

Q6.5 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 <input type="radio"/> | • Montana <input type="radio"/> |
| • Alaska <input type="radio"/> | • Nebraska <input type="radio"/> |
| • Arizona <input type="radio"/> | • Nevada <input type="radio"/> |
| • Arkansas <input type="radio"/> | • New Hampshire <input type="radio"/> |
| • Californie <input type="radio"/> | • New Jersey <input type="radio"/> |
| • Colorado <input type="radio"/> | • Nouveau Mexique <input type="radio"/> |
| • Connecticut <input type="radio"/> | • New York <input type="radio"/> |
| • Delaware <input type="radio"/> | • Caroline du Nord <input type="radio"/> |
| • Floride <input type="radio"/> | • Dakota du Nord <input type="radio"/> |
| • Georgie <input type="radio"/> | • Ohio <input type="radio"/> |
| • Hawaii <input type="radio"/> | • Oklahoma <input type="radio"/> |
| • Idaho <input type="radio"/> | • Oregon <input type="radio"/> |
| • Illinois <input type="radio"/> | • Pennsylvanie <input type="radio"/> |
| • Indiana <input type="radio"/> | • Rhode Island <input type="radio"/> |
| • Iowa <input type="radio"/> | • Caroline du Sud <input type="radio"/> |
| • Kansas <input type="radio"/> | • Dakota du Sud <input type="radio"/> |
| • Kentucky <input type="radio"/> | • Tennessee <input type="radio"/> |
| • Louisiane <input type="radio"/> | • Texas <input type="radio"/> |
| • Maine <input type="radio"/> | • Utah <input type="radio"/> |
| • Maryland <input type="radio"/> | • Vermont <input type="radio"/> |
| • Massachusetts <input type="radio"/> | • Virginie <input type="radio"/> |
| • Michigan <input type="radio"/> | • Washington <input type="radio"/> |
| • Minnesota <input type="radio"/> | • Virginie de l'Ouest <input type="radio"/> |
| • Mississippi <input type="radio"/> | • Wisconsin <input type="radio"/> |
| • Missouri <input type="radio"/> | • Wyoming <input type="radio"/> |

EXPRES – Questionnaire sur le programme Expéditions rapides et sécuritaires



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 EXPRES.

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 EXPRES 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 EXPRES.

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)

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..... | <input type="radio"/> Continuez |
| • | Rappeler plus tard | <input type="radio"/> M./Mme/Mlle _____, quel serait un meilleur moment pour vous rappeler? (<i>Enregistrez la date et l'heure</i>). Merci M./Mme/Mlle _____, je vous rappellerai le (<i>date et heure enregistrées</i>). Au revoir. |
| • | Refus | <input type="radio"/> M./Mme/Mlle _____, merci pour votre temps. Au revoir. |

1. DEVENIR MEMBRE EXPRES

Q1.1 Pour commencer, avez-vous toujours une carte valide de chauffeur EXPRES (Expéditions rapides et sécuritaires, une initiative conjointe Canada–États-Unis offerte aux chauffeurs inscrits et aux importateurs, transporteurs approuvés)?

- Oui.....
- Non.....
- Nsp/Refus

REMERCIER ET TERMINER

Q1.2 Quand êtes-vous devenu membre d'EXPRES?

Mois Année 20/19 • Nsp/Nrp.....

Q1.3 Depuis combien de temps êtes-vous chauffeur de camion? (**Lire si nécessaire**)

- 6 mois ou moins
- Plus de 6 mois et moins d'un an.....
- Plus d'un an et moins de 2 ans.....
- Plus de 2 ans et moins de 3 ans.....
- Plus de 3 ans et moins de 4 ans.....
- Plus de 4 ans et moins de 5 ans.....
- Plus de 5 ans et moins de 10 ans.....
- Plus de 10 ans et moins de 15 ans.....
- Plus de 15 ans
- Nsp/Nrp

Q1.4 Comment avez-vous été informé pour la première fois du programme EXPRES? (**Lire si nécessaire**)

1. Dans le cadre de votre emploi (employeur, collègue de travail, associé, client, etc.)
2. Un agent des douanes américaines ou des services frontaliers canadiens.....
3. Site Web de l'Agence des services frontaliers du Canada ou du Customs Border Protection Agency américain
4. Autre site Web / Internet
5. Lettre d'information sur EXPRES envoyée par l'Agence des services frontaliers du Canada parce que vous étiez membre d'un autre programme
6. Brochure/encart/affiche à propos d'EXPRES
7. Publicité à la radio, à la télévision ou dans un journal ou un rapport à propos d'EXPRES..
8. Bouche à oreille (ami, famille, connaissance, etc.).....
 - Autre (**veuillez préciser**)
 - Nsp/Nrp

Q1.5 Parmi les avantages ou les raisons suivantes, laquelle, s'il y en a, a eu la plus grande influence dans votre décision de devenir membre d'EXPRES? (**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'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. Demandé par mon employeur
6. Entrée assurée au Canada
7. Entrée assurée aux États-Unis

NE PAS LIRE

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

<input type="radio"/> PASSEZ À LA Q1.8

Q1.6 Est-ce que d'AUTRES raisons ont été importantes dans votre décision de devenir membre d'EXPRES? (**Jusqu'à 3 réponses possibles / Lire à 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. Demandé par mon employeur pour pouvoir traverser la frontière avec des camions
6. Entrée assurée au Canada
7. 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 d'EXPRES. Dans quelle mesure le fait d'avoir une carte de chauffeur EXPRES a-t-il répondu à cette attente que vous aviez? Diriez-vous...? (**Lire**)

- Entièrement.....
- En majorité
- Seulement en partie.....
- Pas du tout.....
- Nsp/Nrp / Ne peut dire

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

- Non / Nsp/Nrp

Q1.9 Quels avantages ou bienfaits additionnels, s'il y en a, obtenez-vous en utilisant la carte EXPRES lorsque vous traversez aux États-Unis? (**Inscrire**)

Q1.10 Quels avantages ou bienfaits additionnels, s'il y en a, obtenez-vous en utilisant la carte EXPRES lorsque vous traversez au Canada? (**Inscrire**)

Q1.11 Est-ce que votre expérience d'utilisation de la carte de chauffeur EXPRES vous a apporté des inconvenients ou des désavantages imprévus? (**Si oui, demandez** : Quel genre d'inconvenients ou de désavantages? / **Entrez au moins 5 mots**)

- Non / Nsp/Nrp

2. EXPÉRIENCE AVEC LE PROGRAMME EXPRES

Q2.1 Au cours des 6 derniers mois, c'est-à-dire depuis le début du mois de juin, quel type de marchandises avez-vous transporté le plus souvent d'un côté à l'autre de la frontière Canada-États-Unis en comptant les cargaisons transportées dans les deux directions? (**Préciser**)

- Ne peut dire.....
 - Aucune au cours des 6 derniers mois.....
 - Refus
- PASSEZ À LA Q2.7**

Q2.2 Au cours des 6 derniers mois, quel pourcentage de vos transports transfrontaliers États-Unis/Canada étaient des cargaisons EXPRES en comptant les cargaisons transportées dans les deux directions? Comme vous le savez probablement, les cargaisons EXPRES incluent les marchandises transportées entre les États-Unis et le Canada (dans les deux directions) qui répondent aux critères d'admissibilité de l'autocotisation des douanes (PAD). Pour qu'un chauffeur puisse bénéficier du processus de dédouanement, l'importateur, le transporteur et le chauffeur doivent tous être approuvés EXPRES. Le chauffeur doit toujours avoir une carte valide de chauffeur EXPRES et les documents prouvant que les cargaisons qui sont transportées satisfassent les exigences pour être traitées en tant que cargaisons EXPRES.) **(Lire si nécessaire)**

- Moins de 10%.....
- Entre 10% et 24%
- Entre 25% et 49%
- Entre 50% et 74%
- Entre 75% et 99%
- 100% / tous.....
- Ne peut dire
- Aucun
- Refus

Q2.3 Au cours des 6 derniers mois, quel poste frontalier EXPRES avez-vous utilisé le plus souvent? Le deuxième plus souvent? Le troisième plus souvent? **(Lire si nécessaire / Enregistrer 3 réponses en ordre de mention)**

	Le premier	Le deuxième	Le troisième
1. Windsor / Detroit (Ambassador Bridge)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Windsor / Detroit (Tunnel)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Sarnia / Port Huron (Blue Water Bridge)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Peace Bridge / Fort Erie	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Queenston-Lewiston Bridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Pacific Highway / Blaine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Lacolle / Champlain	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Lansdowne / Thousand Island Bridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Coutts / Sweetgrass	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Woodstock / New Brunswick	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Stanstead / Derby Line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Emerson / Pembina	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Osoyoos / Oroville	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. St. Stephen / Calais	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Cornwall / Massena	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Fort Frances Bridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Sault Ste. Marie Bridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. St-Armand / Philipsburg	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. North Portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Autres ports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Ne peut dire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Aucune au cours des 6 derniers mois	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	PASSEZ À LA Q2.7		
• Refus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	PASSEZ À LA Q2.7		

ROTATION DE Q2.4-Q2.9 ET Q2.10-Q2.16

Q2.4 Au cours des 6 derniers mois, approximativement combien de fois en moyenne par mois êtes-vous ENTRÉ au Canada via (Q2.3:1 / première mention en Q2.3)? (Lire si nécessaire)

- Zéro, pas au cours des 6 derniers mois PASSEZ À LA Q2.7
- Moins de 10 fois
- Entre 10 et 29 fois
- Entre 30 et 59 fois
- Entre 60 et 89 fois
- Entre 90 et 119 fois
- Plus de 120 fois.....
- Nsp/Nrp

SI N'A PAS TRANSPORTÉ DE BIENS PRÉ-APPROUVÉS DE L'AUTRE CÔTÉ DE LA FRONTIÈRE EN UTILISANT EXPRESS AU COURS DES 6 DERNIERS MOIS (VOIR LA Q2.1 ET LA Q2.2), PASSEZ À LA Q2.7

Les prochaines questions concernent votre expérience en ENTRANT au Canada avec des biens pré-approuvés transportés par des importateurs ou des transporteurs EXPRES.

Q2.5 Au cours des 6 derniers mois, en ENTRANT au Canada, approximativement combien de fois en moyenne par mois avez-vous utilisé le processus EXPRES transportant des cargaisons EXPRES? (Lire si nécessaire)

- Zéro, pas au cours des 6 derniers mois PASSEZ À LA Q2.7
- Moins de 10 fois
- Entre 10 et 29 fois
- Entre 30 et 59 fois
- Entre 60 et 89 fois
- Entre 90 et 119 fois
- Plus de 120 fois.....
- Nsp/Nrp

Q2.6 Des (Lire la réponse en Q2.5) fois que vous avez utilisé le processus EXPRES en ENTRANT au Canada, à quelle fréquence avez-vous été référé par un agent pour la vérification de biens, pour que votre camion soit examiné ou pour répondre à plus de questions? Diriez-vous...? (Lire)

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

Q2.7 Comparativement à avant de devenir un chauffeur EXPRES, diriez-vous que, pour vous, ENTRER au Canada est maintenant ...? (Lire)

- Plus rapide qu'avant
- Plus lent qu'avant.....
- Comme avant.....
- Nsp / Refus

SI N'A PAS TRANSPORTÉ DE BIENS PRÉ-APPROUVÉS DE L'AUTRE CÔTÉ DE LA FRONTIÈRE AU COURS DES 6 DERNIERS MOIS (VOIR LA Q2.1 ET LA Q2.2), PASSEZ À LA Q2.10

Q2.8 Au cours des 6 derniers mois, en ENTRANT au Canada, approximativement combien de temps d'attente en minutes, pour une traversée typique de la frontière, avez-vous sauvé comparativement au processus régulier, parce que vous êtes un chauffeur EXPRES?

minutes

- Nsp/Nrp / Ne peut dire ..

SI AUCUN TEMPS ÉCONOMISÉ, PASSEZ À LA Q2.10

Q2.9 Est-ce que cette économie de temps vaut la peine de devenir un chauffeur EXPRES?

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

Q2.10 Au cours des 6 derniers mois, approximativement combien de fois en moyenne par mois êtes-vous ENTRÉ aux États-Unis (**Q2.3:1** / première mention en **Q2.3**)? (**Lire si nécessaire**)

- Zéro, pas au cours des 6 derniers mois **PASSEZ À LA Q2.13**
- Moins de 10 fois
- Entre 10 et 29 fois
- Entre 30 et 59 fois
- Entre 60 et 89 fois
- Entre 90 et 119 fois
- Plus de 120 fois.....
- Nsp/Nrp

SI N'A PAS TRANSPORTÉ DE BIENS PRÉ-APPROUVÉS DE L'AUTRE CÔTÉ DE LA FRONTIÈRE EN UTILISANT EXPRES AU COURS DES 6 DERNIERS MOIS (VOIR LA Q2.1 ET LA Q2.2), PASSEZ À LA Q2.13

Maintenant, je vais vous demander les mêmes questions concernant votre expérience lorsque vous ENTREZ aux États-Unis avec des biens pré-approuvés transportés pour des importateurs ou des transporteurs EXPRES.

Q2.11 Au cours des 6 derniers mois, en ENTRANT aux États-Unis, approximativement combien de fois en moyenne avez-vous utilisé le processus EXPRES transportant des cargaisons EXPRES? (**Lire si nécessaire**)

- Zéro, pas au cours des 6 derniers mois **PASSEZ À LA Q2.13**
- Moins de 10 fois
- Entre 10 et 29 fois
- Entre 30 et 59 fois
- Entre 60 et 89 fois
- Entre 90 et 119 fois
- Plus de 120 fois.....
- Nsp/Nrp

Q2.12 Des (**Lire la réponse en Q2.11**) fois que vous avez utilisé le processus EXPRES en ENTRANT aux États-Unis, à quelle fréquence avez-vous été référé par un agent pour la vérification de biens, pour que votre camion soit examiné ou pour répondre à plus de questions? Diriez-vous...?

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

Q2.13 Comparativement à avant de devenir un chauffeur EXPRES, diriez-vous que, pour vous, ENTRER aux États-Unis est maintenant...? (**Lire**)

- Plus rapide qu'avant
- Plus lent qu'avant.....
- Comme avant.....
- Nsp / Refus

SI N'A PAS TRANSPORTÉ DE BIENS PRÉ-APPROUVÉS DE L'AUTRE CÔTÉ DE LA FRONTIÈRE AU COURS DES 6 DERNIERS MOIS (VOIR LA Q2.1), PASSEZ À LA Q2.16

SI LA RÉPONSE EN Q2.11 = ZÉRO, PASSEZ À LA Q2.16

Q2.14 Au cours des 6 derniers mois lorsque vous êtes ENTRÉ aux États-Unis, approximativement combien de temps d'attente en minutes, pour une traversée typique de la frontière, avez-vous sauvé comparativement au processus régulier, parce que vous êtes un chauffeur EXPRES

minutes

- Nsp/Nrp / Ne peut dire ..

SI AUCUN TEMPS ÉCONOMISÉ, PASSEZ À LA Q2.16

Q2.15 Est-ce que cette économie de temps vaut la peine de devenir un chauffeur EXPRES?

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

Q2.16 Selon vous, quel est le principal avantage d'être un chauffeur EXPRES en traversant aux ports d'entrée EXPRES qui n'ont pas de voies réservées EXPRES? (**Lire si nécessaire**) (**NOTE À L'INTERVIEWEUR** : Ce ne sont pas tous les ports d'entrée qui ont des voies réservées aux chauffeurs EXPRES (seulement Windsor / Detroit Ambassador Bridge et Sarnia / Point Huron Blue Water Bridge ont des voies réservées).

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'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. Demandé par mon employeur
6. Entrée assurée au Canada
7. Entrée assurée aux États-Unis
- (NE PAS LIRE) Autre, veuillez préciser
- Aucun / pas d'avantage réel
- Nsp/Nrp / Ne peut dire

Q2.17 Si c'était possible d'utiliser votre carte de chauffeur EXPRES dans la voie NEXUS, à quelle fréquence utiliseriez-vous votre carte EXPRES dans les voies NEXUS en traversant la frontière terrestre Canada-États-Unis lors de vos voyages personnels? Diriez-vous...? (**Lire**)

- Toujours
- La plupart du temps
- Parfois
- Jamais ou presque jamais

NE PAS LIRE

- Ne traverse jamais pour un voyage personnel
- Nsp / Refus

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 un chauffeur EXPRES. 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 EXPRES 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 pour compléter le processus d'inscription était acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

LIRE EN ROTATION		Fortement en accord	Plutôt en accord	Plutôt en désaccord	Fortement en désaccord	Ne peut dire
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.	L'agent au Centre d'inscription vous a informé sur tout ce que vous deviez savoir à propos des directives et de la réglementation du programme	<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 d'ensemble du service que vous avez reçu au Centre d'inscription EXPRES? 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 EXPRES À LA FRONTIÈRE

Q4.1 Les questions qui suivent concernent votre expérience d'utilisation du processus de mainlevée EXPRES en ENTRANT au Canada en provenance des États-Unis et les services EXPRES que vous avez reçus en ENTRANT aux États-Unis en provenance du Canada. 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 guérites de douanes réservées EXPRES sont bien situées	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1b)	En entrant aux États-Unis, guérites de douanes réservées sont bien situées	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2a)	En ENTRANT au Canada, le temps requis pour compléter les formalités frontalières en utilisant EXPRES 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 compléter les formalités frontalières en utilisant EXPRES est acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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
3a)	En ENTRANT au Canada, la fréquence selon laquelle vous êtes référé par un agent pour la vérification de biens, pour que votre camion soit examiné 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 pour la vérification de biens, pour que votre camion soit examiné 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)	En entrant au Canada, le nombre de questionnements par les officiers est acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4b)	En entrant aux États-Unis, le nombre de questionnements par les officiers est acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. SATISFACTION GÉNÉRALE

Q5.1 Jusqu'à maintenant, nous avons couvert une série d'aspects reliés aux services que les chauffeurs approuvés EXPRES reçoivent du programme EXPRES. Tout considéré, comment évalueriez-vous votre satisfaction globale envers le programme EXPRES? 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 d'EXPRES, jusqu'à quel point le programme EXPRES 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, qu'est-ce qui pourrait être fait pour améliorer le programme EXPRES et mieux vous servir, ce serait quoi?

6. CLASSIFICATION

L'entrevue est presque terminée. J'aurais maintenant quelques dernières 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 Êtes-vous un opérateur-propriétaire indépendant transportant les charges pour différents expéditeurs et/ou transporteurs ou travaillez-vous sous contrat (ou vous êtes employé) pour un transporteur spécifique ou une compagnie?

- Indépendant
- Sous contrat
- Employé permanent
- Nsp/Nrp

Q6.2 Quel est votre pays actuel de résidence? Est-ce...? (**Lire / Accepter une réponse**)

- Canada
- États-Unis d'Amérique
- Refus

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.

ENREGISTRER

Q6.3 Le sexe

- Homme
- Femme

Q6.4 Langue d'entrevue

- Anglais
- Français

Q6.5 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 ○ | • Montana ○ |
| • Alaska ○ | • Nebraska ○ |
| • Arizona ○ | • Nevada ○ |
| • Arkansas ○ | • New Hampshire ○ |
| • Californie ○ | • New Jersey ○ |
| • Colorado ○ | • Nouveau Mexique ○ |
| • Connecticut ○ | • New York ○ |
| • Delaware ○ | • Caroline du Nord ○ |
| • Floride ○ | • Dakota du Nord ○ |
| • Georgie ○ | • Ohio ○ |
| • Hawaii ○ | • Oklahoma ○ |
| • Idaho ○ | • Oregon ○ |
| • Illinois ○ | • Pennsylvanie ○ |
| • Indiana ○ | • Rhode Island ○ |
| • Iowa ○ | • Caroline du Sud ○ |
| • Kansas ○ | • Dakota du Sud ○ |
| • Kentucky ○ | • Tennessee ○ |
| • Louisiane ○ | • Texas ○ |
| • Maine ○ | • Utah ○ |
| • Maryland ○ | • Vermont ○ |
| • Massachusetts ○ | • Virginie ○ |
| • Michigan ○ | • Washington ○ |
| • Minnesota ○ | • Virginie de l'Ouest ○ |
| • Mississippi ○ | • Wisconsin ○ |
| • Missouri ○ | • Wyoming ○ |