

**Combined Ripples Draft**

Jan. 4, 2017

Today we're asking Canadians about a variety of topics, beginning with their experiences traveling to and from the United States.

**Border Services**

Q1. Have you travelled to the United States in the past 12 months? (that is, over the course of the year 2016)

Yes, once

Yes, twice

Yes, 3 or 4 times

Yes, 5+ times

No, have not

[PEOPLE WHO SAY NO SKIP TO THE END QUESTIONS OF THIS SURVEY]

**Single trip section:** [HAVE TRAVELED ONCE]

Q2. And for that trip you made to the United States last year, how were you travelling?

By air

By car

By bus

By train

By ferry

Other/mixed (down one way, back another)

Q3. Overall, thinking back to when you were **entering the United States** on that trip, how would you rate your experience with the US Customs and Border Protection (the people you talk to in order to enter the US) on each of the following measures?

(If you travelled by air, do keep in mind that we are talking about US Customs and not about the airport security screening.)

[ROWS - KEEP THIS ORDER]

Wait times

Courtesy of border agents

The border-crossing experience overall

[COLUMNS]

Very poor - it was painful  
 Moderately poor  
 Moderately good  
 Very good - it was quite easy

[IF OVERALL INTERACTION WAS MODERATELY/VERY POOR – ASK Q4]

Q4. You indicated that your overall experience was poor. What made it so?

[CHOOSE ALL THAT APPLY]

Wait times/line-up too long  
 Overly invasive questions  
 Went through luggage/belongings  
 Rude staff  
 Racism/racial profiling  
 Was denied entry to the US  
 Other things (Specify):

Q5. Now, thinking about when you were **returning to Canada** on that trip last year, how would you rate your experience with the Canadian Border Services (the people you talk to in order to re-enter Canada) on each of the following measures?

(If you travelled by air, do keep in mind that we are not talking about the airport security screening.)

[ROWS - KEEP THIS ORDER]

Wait times  
 Courtesy of border agents  
 The border-crossing experience overall

[COLUMNS]

Very poor - it was painful  
 Moderately poor  
 Moderately good  
 Very good - it was quite easy

[IF OVERALL INTERACTION WAS MODERATELY/VERY POOR – ASK Q6]

Q6. You indicated that your overall experience was poor. What made it so?

[CHOOSE ALL THAT APPLY]

Wait times/line-up too long  
 Overly invasive questions  
 Went through luggage/belongings

Rude staff  
 Racism/racial profiling  
 Other things (Specify):

[Those who travelled once, now skip the multi-trip section]

**Multi trip section:** [HAVE TRAVELED MORE THAN ONCE]

Q7. And for your trips to the United States last year, how did you most often travel?

By air  
 By car  
 By bus  
 By train  
 By ferry  
 Other/mixed (down one way, back another)

Q8. Thinking about your **most recent** trip to the United States, how would you rate your interaction with the US Customs and Border Protection (the people you talk to in order to enter the United States) on each of the following measures?

[ROWS - KEEP THIS ORDER]

Wait times  
 Courtesy of border agents  
 The border-crossing experience overall

[COLUMNS]

Very poor - it was painful  
 Moderately poor  
 Moderately good  
 Very good - it was quite easy

Q9. Now think about **all your experiences** with the US Customs and Border Protection (the people you talk to in order to enter the United States) in the past 12 months. Have you had any experiences you would describe as painful, or have they all been easy?

(If you travel by air, do keep in mind that we are talking about US Customs and not about the airport security screening.)

All my experiences have been easy  
 One or two have been painful  
 It is often painful

[IF NO PAINFUL EXPERIENCES SKIP NEXT 2 QUESTIONS]

Q10. You say you've had at least one painful experience with US Customs and Border Protection this past year – what was it that made your experience painful? (If you've had more than one bad experience this past year, think of the most recent case.)

[CHOOSE ALL THAT APPLY]

Wait times/line-up too long

Overly invasive questions

Went through luggage/belongings

Rude staff

Racism/racial profiling

Was denied entry to the US

Other things (Specify):

Q11. And, to confirm, this most recent painful experience with US Customs and Border Protection happened at:

An airport

A car border crossing

Train/ferry station

Q12. Thinking about when you were **returning to Canada after your most recent** trip to the United States, how would you rate your interaction with the Canadian Border Services (the people you talk to when you re-enter Canada) on each of the following measures?

[ROWS - KEEP THIS ORDER]

Wait times

Courtesy of border agents

The border-crossing experience overall

[COLUMNS]

Very poor - it was painful

Moderately poor

Moderately good

Very good - it was quite easy

Q13. Now, thinking about **all your experiences** with the Canadian Border Services (the people you talk to when you re-enter Canada) in the past 12 months -- have you had any experiences you would describe as painful or have they all been easy?

(If you travelled by air, do keep in mind that we are not talking about the airport security screening.)

All my experiences have been easy  
 One or two have been painful  
 It is often painful

[IF NO PAINFUL EXPERIENCES SKIP NEXT 2 QUESTIONS]

Q14. You say you've had at least one painful experience with Canadian Border Services this past year – what was it that made your experience painful? (If you've had more than one bad experience this past year, think of the most recent case.)

[CHOOSE ALL THAT APPLY]

Wait times/line-up too long  
 Overly invasive questions  
 Went through luggage  
 Rude staff  
 Racism/racial profiling  
 Other things (Specify):

Q15. And this most recent painful experience with the Canadian Border Services happened at:

An airport  
 A car border crossing  
 Train/ferry station

**General Section:** [ASK EVERYONE]

Q16. Overall, how would you describe the Canada – US border screening policies and procedures and the experience that means for cross-border travelers?

[Rotate first two options]

More invasive and intense than they need to be  
 More relaxed and easy than they should be  
 About right

Q17. Do you think Donald Trump becoming US President will have an impact on the ease or difficulty of Canada—US cross-border travel?

[Rotate first two options]

Yes, will become easier  
 Yes, will become more difficult  
 No, don't expect an impact  
 Not Sure/Don't Know

Q18. Wrapping up this topic now... which of the following, if any, apply to you?

I am a Nexus card holder

I travel to the US for work or school

I spend winter in the US

I have lived in the US in the past

I have family in the US

None of the above

Q19. For our statistical analysis, we'd like to know if you consider yourself to be a member of a visible minority? (This could include belonging to any cultural or religious or racial minority that is outwardly "visible" here in Canada.)

Yes

No