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