

	Total	Region							Gender		Age			Age Fine						Age Gender					Education			Income				
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
<b>Sample Size</b>	1501	202	152	100	94	499	352	102	733	768	435	524	543	178	257	247	276	248	294	224	253	256	210	271	287	632	475	395	490	479	251	281

Regional sample sizes are unweighted. All other sample sizes, including totals, are weighted to census data. Blank cells indicate zero responses were received. Cells containing "0%" are statistically zero, though at least one response was received.

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

	Total	Region							Gender		Age			Age Fine						Age Gender					Education			Income				
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Yes, once	22%	18%	23%	26%	21%	25%	20%	22%	24%	21%	26%	22%	19%	29%	24%	19%	25%	22%	17%	29%	24%	18%	23%	20%	21%	18%	22%	29%	16%	22%	32%	23%
Yes, twice	10%	10%	11%	6%	9%	12%	10%	9%	12%	9%	11%	11%	10%	11%	12%	9%	9%	11%	12%	13%	12%	10%	8%	8%	8%	12%	12%	7%	12%	13%	12%	
Yes, 3 or 4 times	7%	10%	5%	2%	11%	9%	5%	1%	8%	6%	7%	7%	6%	8%	5%	8%	7%	8%	9%	7%	8%	5%	7%	6%	5%	8%	9%	4%	7%	13%	7%	
Yes, 5+ times	4%	9%	2%		2%	5%	3%	3%	5%	3%	3%	4%	5%	3%	4%	4%	5%	5%	4%	6%	5%	3%	1%	6%	4%	4%	5%	3%	6%	5%	4%	
No, have not	58%	54%	58%	66%	57%	49%	63%	65%	51%	61%	53%	57%	58%	52%	54%	60%	53%	57%	59%	47%	50%	56%	60%	63%	59%	65%	54%	45%	70%	53%	37%	54%

	Total who made just one trip in 2016	Region							Gender		Age			Age Fine						Age Gender					Education			Income				
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
<b>Sample Size</b>	334	39	37	24	20	122	75	22	173	161	112	116	106	51	62	47	69	54	51	65	61	47	47	55	59	116	106	113	81	107	81	65

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

	Total	Region							Gender		Age			Age Fine						Age Gender					Education			Income				
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
By air	43%	47%	69%	57%	37%	34%	40%	53%	39%	47%	44%	57%	26%	41%	46%	62%	53%	31%	21%	38%	55%	20%	52%	59%	31%	34%	46%	49%	37%	42%	53%	40%
By car	50%	53%	31%	40%	63%	59%	44%	37%	55%	44%	48%	39%	64%	51%	45%	33%	43%	60%	68%	53%	45%	72%	41%	32%	57%	63%	43%	43%	58%	49%	43%	49%
By bus	5%			3%		4%	12%	4%	5%	5%	7%	2%	7%	7%		6%	3%	7%	7%	8%	5%		4%	4%	2%	7%	6%	3%	8%	2%	5%	
By ferry	1%						1%	6%	0%	1%	1%	1%			1%	3%			1%				3%			1%	1%	1%			2%	
Other/mixed (down one way, back another)	2%					2%	3%		1%	3%	1%	1%	3%		2%	2%	1%	2%	4%		2%		2%	3%	4%	1%	2%	2%	1%	1%	2%	3%

Q3.[Summary of Good]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 on each of the following measures?

	Total	Region							Gender		Age			Age Fine						Age Gender					Education			Income				
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Wait times	80%	76%	74%	80%	79%	78%	87%	87%	77%	83%	77%	75%	90%	72%	81%	74%	75%	90%	90%	72%	68%	98%	84%	83%	83%	82%	83%	76%	77%	79%	87%	78%
Courtesy of border agents	83%	71%	75%	87%	90%	84%	87%	84%	80%	86%	81%	81%	87%	79%	84%	76%	83%	89%	85%	76%	76%	91%	89%	86%	84%	84%	80%	83%	82%	88%	77%	
The border-crossing experience overall	85%	77%	74%	95%	83%	86%	88%	96%	84%	86%	87%	80%	89%	86%	88%	77%	82%	90%	88%	87%	72%	96%	86%	89%	83%	87%	90%	79%	89%	83%	90%	79%

Q3.[Summary of Poor]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 on each of the following measures?

	Total	Region							Gender		Age			Age Fine						Age Gender					Education			Income				
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Wait times	20%	24%	26%	20%	21%	22%	13%	13%	23%	17%	23%	25%	10%	28%	19%	26%	25%	10%	10%	28%	32%	2%	16%	17%	17%	18%	17%	24%	23%	21%	13%	22%
Courtesy of border agents	17%	29%	25%	13%	10%	16%	13%	16%	20%	14%	19%	19%	13%	21%	16%	24%	17%	11%	15%	24%	24%	9%	11%	14%	16%	16%	16%	20%	17%	18%	12%	23%
The border-crossing experience overall	15%	23%	26%	5%	17%	14%	12%	4%	16%	14%	13%	20%	11%	14%	12%	23%	18%	10%	12%	13%	28%	4%	14%	11%	17%	13%	10%	21%	11%	17%	10%	21%

Q3.[Wait times]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 on each of the following measures?

	Total	Region							Gender		Age			Age_Fine					Age Gender					Education			Income					
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Very good - it was quite easy	41%	35%	38%	58%	61%	37%	47%	37%	37%	45%	36%	36%	51%	39%	34%	38%	35%	50%	51%	26%	38%	51%	51%	34%	51%	49%	45%	28%	34%	43%	44%	41%
Moderately good	40%	41%	36%	22%	18%	41%	40%	49%	41%	38%	41%	39%	39%	33%	47%	37%	40%	40%	38%	46%	30%	47%	33%	49%	33%	33%	38%	48%	43%	36%	43%	37%
Moderately poor	13%	12%	11%	20%	14%	17%	9%	7%	16%	11%	18%	16%	5%	22%	14%	14%	18%	5%	6%	21%	20%	2%	12%	8%	12%	12%	16%	17%	15%	10%	10%	11%
Very poor - it was painful	6%	12%	15%		7%	5%	4%	7%	7%	6%	5%	9%	5%	7%	4%	11%	7%	5%	5%	7%	12%		4%	5%	9%	6%	5%	8%	6%	6%	4%	11%
Top2Box	80%	76%	74%	80%	79%	78%	87%	87%	77%	83%	77%	75%	90%	72%	81%	74%	75%	90%	90%	72%	68%	98%	84%	83%	83%	82%	83%	76%	77%	79%	87%	78%
Bottom2Box	20%	24%	26%	20%	21%	22%	13%	13%	23%	17%	23%	25%	10%	28%	19%	26%	25%	10%	10%	28%	32%	2%	16%	17%	17%	18%	17%	24%	23%	21%	13%	22%

Q3.[Courtesy of border agents]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 on each of the following measures?

	Total	Region							Gender		Age			Age_Fine					Age Gender					Education			Income					
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Very good - it was quite easy	42%	32%	50%	47%	67%	40%	43%	45%	42%	42%	35%	36%	57%	31%	39%	40%	33%	55%	59%	28%	38%	68%	45%	33%	48%	45%	44%	38%	36%	47%	43%	43%
Moderately good	41%	40%	25%	41%	23%	45%	44%	39%	38%	44%	46%	45%	30%	48%	45%	37%	51%	34%	26%	48%	38%	23%	44%	53%	35%	39%	41%	42%	48%	35%	45%	35%
Moderately poor	12%	24%	14%	13%	10%	10%	6%	16%	13%	10%	16%	11%	9%	19%	13%	16%	7%	9%	8%	19%	14%	5%	11%	8%	11%	9%	12%	15%	12%	13%	9%	14%
Very poor - it was painful	5%	5%	11%			5%	6%		7%	4%	3%	9%	4%	2%	4%	8%	9%	2%	7%	5%	10%	4%		6%	5%	7%	4%	5%	5%	6%	3%	9%
Top2Box	83%	71%	75%	87%	90%	84%	87%	84%	80%	86%	81%	81%	87%	79%	84%	76%	83%	89%	85%	76%	76%	91%	89%	86%	84%	84%	84%	80%	83%	82%	88%	77%
Bottom2Box	17%	29%	25%	13%	10%	16%	13%	16%	20%	14%	19%	19%	13%	21%	16%	24%	17%	11%	15%	24%	24%	9%	11%	14%	16%	16%	16%	20%	17%	18%	12%	23%

Q3.[The border-crossing experience 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 on each of the following measures?

	Total	Region							Gender		Age			Age_Fine					Age Gender					Education			Income					
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Very good - it was quite easy	41%	25%	46%	51%	59%	39%	48%	40%	37%	46%	36%	36%	53%	32%	40%	41%	33%	50%	55%	28%	33%	55%	48%	40%	51%	42%	48%	34%	39%	44%	41%	41%
Moderately good	44%	51%	28%	44%	24%	47%	41%	56%	48%	40%	51%	44%	36%	54%	48%	36%	49%	40%	33%	60%	39%	42%	39%	49%	32%	45%	42%	44%	50%	38%	49%	38%
Moderately poor	11%	21%	22%		17%	9%	6%	4%	11%	10%	10%	13%	9%	9%	10%	15%	12%	10%	8%	8%	21%	2%	12%	5%	14%	10%	3%	18%	8%	12%	8%	15%
Very poor - it was painful	4%	2%	4%	5%		5%	5%		5%	4%	4%	7%	2%	5%	2%	8%	6%		4%	5%	7%	2%	2%	6%	3%	3%	7%	3%	3%	5%	3%	6%
Top2Box	85%	77%	74%	95%	83%	86%	88%	96%	84%	86%	87%	80%	89%	86%	88%	77%	82%	90%	88%	87%	72%	96%	86%	89%	83%	87%	90%	79%	89%	83%	90%	79%
Bottom2Box	15%	23%	26%	5%	17%	14%	12%	4%	16%	14%	13%	20%	11%	14%	12%	23%	18%	10%	12%	13%	28%	4%	14%	11%	17%	13%	10%	21%	11%	17%	10%	21%

	Total who made a single trip and had a poor experience	Region							Gender		Age			Age_Fine					Age Gender					Education			Income					
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Sample Size	50*	8*	8*	1*	3*	20*	8*	1*	27*	23*	15*	23*	12*	7*	8*	11*	13*	5*	6*	8*	17*	2*	7*	6*	10*	15*	10*	24*	9*	18*	8*	14*

Q4.[Entering the US]You indicated that your overall experience was poor. What made it so?

	Total	Region							Gender		Age			Age_Fine					Age Gender					Education			Income					
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Wait times/line-up too long	72%	62%	93%		58%	80%	43%	100%	66%	79%	66%	71%	82%	50%	82%	83%	60%	89%	76%	62%	69%	51%	71%	74%	87%	53%	50%	94%	31%	74%	74%	96%
Overly invasive questions	31%	31%	14%		58%	36%	29%	100%	43%	17%	24%	37%	28%	37%	11%	56%	20%	16%	39%	43%	43%	49%		21%	25%	27%	53%	24%	24%	41%	31%	23%
Went through luggage/belongings	23%	30%	7%	100%		30%	21%		25%	21%	11%	31%	22%	15%	8%	37%	27%		41%	7%	32%	49%	16%	31%	17%	33%	43%	8%	53%	21%	8%	16%
Rude staff	65%	60%	84%	100%	58%	69%	37%	100%	72%	58%	57%	66%	75%	23%	89%	74%	60%	65%	83%	69%	71%	100%	41%	54%	70%	68%	54%	69%	64%	65%	56%	73%
Racism/racial profiling	12%	12%	100%		42%	17%			10%	15%	15%	11%	10%	11%	18%		20%	22%		17%	7%		12%	12%	5%	17%	14%	15%	17%	18%		
Was denied entry to the US	9%	8%	15%			3%	19%		7%	10%	10%	9%	5%		19%		17%		10%	17%	3%			26%	6%	20%	11%		6%	12%	10%	
Other things (please specify):	11%	15%	7%			7%	24%		6%	17%		5%	36%			10%	11%	58%		4%	49%		5%	34%	17%	12%	7%		14%	15%	12%	

	Total who made just one trip in 2016	Region								Gender		Age			Age Fine						Age Gender					Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Sample Size	334	39*	37*	24*	20*	122	75*	22*	173	161	112	116	106	51*	62*	47*	69*	54*	51*	65*	61*	47*	47*	55*	59*	116	106	113	81*	107	81*	65*

Q5.[Summary of Good]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 on each of the following measures?

	Total	Region								Gender		Age			Age Fine						Age Gender					Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Wait times	80%	79%	74%	90%	83%	78%	85%	87%	75%	86%	77%	77%	87%	82%	74%	76%	77%	85%	89%	72%	74%	82%	85%	81%	92%	83%	81%	77%	72%	88%	80%	80%
Courtesy of border agents	90%	89%	86%	98%	82%	86%	96%	100%	88%	92%	87%	88%	94%	90%	85%	90%	88%	91%	98%	88%	87%	87%	86%	90%	100%	90%	90%	89%	90%	92%	86%	92%
The border-crossing experience overall	87%	87%	80%	91%	83%	84%	93%	93%	83%	91%	83%	88%	91%	84%	81%	89%	87%	86%	95%	78%	86%	85%	88%	89%	95%	84%	92%	85%	85%	90%	82%	89%

Q5.[Summary of Poor]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 on each of the following measures?

	Total	Region								Gender		Age			Age Fine						Age Gender					Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Wait times	20%	21%	26%	10%	17%	22%	15%	13%	25%	14%	23%	23%	13%	18%	26%	24%	23%	15%	11%	28%	26%	18%	15%	19%	8%	17%	19%	23%	28%	12%	20%	20%
Courtesy of border agents	10%	11%	14%	2%	18%	14%	4%	12%	8%	13%	12%	6%	10%	15%	10%	12%	9%	2%	12%	13%	13%	14%	10%		10%	10%	11%	10%	8%	14%	8%	
The border-crossing experience overall	13%	13%	20%	9%	17%	16%	7%	7%	17%	9%	17%	12%	9%	16%	19%	11%	13%	14%	5%	22%	14%	15%	12%	11%	5%	16%	8%	15%	15%	10%	18%	11%

Q5.[Wait times]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 on each of the following measures?

	Total	Region								Gender		Age			Age Fine						Age Gender					Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Very good - it was quite easy	35%	33%	27%	65%	48%	32%	35%	39%	29%	40%	36%	37%	30%	37%	36%	43%	33%	26%	35%	29%	32%	26%	46%	42%	34%	39%	40%	24%	26%	42%	37%	29%
Moderately good	46%	46%	48%	25%	35%	46%	49%	48%	46%	46%	41%	40%	57%	44%	38%	34%	44%	60%	54%	42%	41%	56%	39%	38%	58%	43%	41%	53%	46%	45%	43%	50%
Moderately poor	14%	19%	17%	10%	10%	16%	10%	13%	18%	10%	15%	15%	12%	13%	17%	20%	12%	13%	11%	20%	19%	16%	9%	11%	8%	11%	15%	17%	24%	8%	13%	14%
Very poor - it was painful	5%	2%	9%		7%	6%	6%		6%	5%	7%	8%	1%	5%	9%	3%	11%	1%		9%	8%	2%	6%	8%	7%	4%	5%	4%	5%	7%	6%	
Top2Box	80%	79%	74%	90%	83%	78%	85%	87%	75%	86%	77%	77%	87%	82%	74%	76%	77%	85%	89%	72%	74%	82%	85%	81%	92%	83%	81%	77%	72%	88%	80%	80%
Bottom2Box	20%	21%	26%	10%	17%	22%	15%	13%	25%	14%	23%	23%	13%	18%	26%	24%	23%	15%	11%	28%	26%	18%	15%	19%	8%	17%	19%	23%	28%	12%	20%	20%

Q5.[Courtesy of border agents]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 on each of the following measures?

	Total	Region								Gender		Age			Age Fine						Age Gender					Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Very good - it was quite easy	46%	52%	53%	58%	59%	41%	46%	38%	39%	53%	41%	43%	54%	33%	47%	35%	49%	49%	60%	36%	34%	49%	47%	53%	58%	45%	49%	43%	34%	57%	38%	52%
Moderately good	44%	37%	34%	40%	23%	45%	50%	62%	49%	39%	47%	45%	40%	57%	38%	55%	39%	42%	38%	52%	53%	38%	39%	37%	52%	45%	41%	46%	56%	35%	47%	40%
Moderately poor	9%	8%	14%	2%	18%	13%		11%	6%	13%	8%	5%	10%	15%	10%	6%	7%	2%	12%	9%	11%	14%	6%		7%	8%	10%	9%	5%	13%	8%	
Very poor - it was painful	2%	2%			1%	4%		2%	1%			4%	1%			6%	2%			3%	2%		4%		3%	1%	1%	1%	3%	2%		
Top2Box	90%	89%	86%	98%	82%	86%	96%	100%	88%	92%	87%	88%	94%	90%	85%	90%	88%	91%	98%	88%	87%	87%	86%	90%	100%	90%	90%	89%	90%	92%	86%	92%
Bottom2Box	10%	11%	14%	2%	18%	14%	4%	12%	8%	13%	12%	6%	10%	15%	10%	12%	9%	2%	12%	13%	13%	14%	10%		10%	10%	11%	10%	8%	14%	8%	

Q5.[The border-crossing experience overall]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 on each of the following measures?

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income					
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer		
Very good - it was quite easy	43%	52%	40%	56%	59%	40%	44%	35%	35%	51%	39%	40%	52%	33%	43%	35%	43%	44%	60%	33%	30%	45%	46%	51%	57%	43%	47%	39%	33%	51%	39%	47%		
Moderately good	44%	34%	40%	34%	24%	44%	49%	58%	47%	40%	44%	48%	39%	51%	38%	54%	44%	42%	35%	45%	56%	40%	43%	38%	41%	45%	45%	52%	39%	43%	42%			
Moderately poor	11%	13%	20%	9%	17%	12%	4%	7%	15%	6%	16%	9%	8%	14%	17%	8%	9%	11%	5%	22%	10%	12%	8%	7%	5%	14%	5%	12%	15%	8%	12%	10%		
Very poor - it was painful	2%					4%	3%		2%	3%	2%	4%	1%	2%	2%	3%	4%	3%			4%	3%	4%	4%		1%	3%	3%		2%	6%	1%		
Top2Box	87%	87%	80%	91%	83%	84%	93%	93%	83%	91%	83%	88%	91%	84%	81%	89%	87%	86%	95%	78%	86%	85%	88%	89%	95%	84%	92%	85%	85%	90%	82%	89%		
Bottom2Box	13%	13%	20%	9%	17%	16%	7%	7%	17%	9%	17%	9%	17%	12%	9%	16%	19%	11%	13%	14%	5%	22%	14%	15%	12%	11%	5%	16%	8%	15%	15%	10%	18%	11%

	Total who made a single trip and had a poor experience	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Sample Size	44	6	6	3	3	20	5	1	30	14	20	15	10	8	12	5	9	7	2	14	8	7	6	6	3	18	9	17	12	10	15	7

Q6.[Return to Canada]You indicated that your overall experience was poor. What made it so?

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Wait times/line-up too long	77%	46%	100%	100%	58%	73%	85%	100%	69%	94%	84%	85%	52%	90%	80%	100%	77%	36%	100%	83%	75%	34%	86%	100%	100%	87%	67%	72%	61%	72%	89%	89%
Overly invasive questions	30%		33%	56%	58%	33%		100%	38%	12%	38%	25%	20%	57%	25%	42%	15%	21%	16%	47%	33%	27%	16%	14%		32%	47%	18%	32%	14%	31%	46%
Went through luggage/belongings	7%					3%	15%	100%	8%	4%	8%	9%		20%		15%				12%	9%			10%		13%		4%	19%	7%		
Rude staff	47%	69%	75%	22%	67%	39%		100%	56%	27%	55%	53%	21%	75%	41%	88%	31%	11%	50%	60%	73%	29%	43%	25%	53%	71%	28%	33%	48%	52%	57%	
Racism/racial profiling	9%		14%		42%	2%		100%	11%	6%	18%	4%		44%		6%				19%	7%		14%			19%	6%	21%	5%	7%		
Other things (please specify):	8%					16%			8%	9%		9%	24%			23%		32%				33%		21%		7%		14%	20%		9%	

	Total who made multiple trips in 2016	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Sample Size	326	56	28	10	22	128	61	14	186	140	92	112	123	35	57	52	60	54	69	55	66	65	37	45	58	108	114	104	67	120	76	64

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

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
By air	35%	33%	70%	43%	43%	32%	28%	35%	40%	30%	49%	36%	25%	55%	46%	42%	30%	26%	24%	58%	37%	28%	36%	34%	22%	25%	35%	47%	29%	31%	45%	39%
By car	63%	66%	30%	57%	57%	68%	68%	65%	59%	68%	50%	62%	73%	45%	53%	58%	66%	71%	76%	42%	61%	72%	62%	64%	75%	72%	65%	51%	66%	68%	54%	61%
By bus	1%					1%	5%		1%	2%	1%	2%	1%				3%	3%			3%		2%				1%	5%	0%			
By ferry	0%	1%							0%		1%												1%			1%					1%	

Q8.[Summary of Good]Thinking about your most recent trip to the United States, how would you rate your interaction with the US Customs and Border Protection on each of the following measures?

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Wait times	83%	74%	89%	91%	92%	86%	77%	89%	84%	82%	71%	86%	90%	59%	78%	82%	88%	88%	91%	73%	84%	94%	68%	88%	85%	86%	89%	73%	80%	89%	82%	75%
Courtesy of border agents	87%	92%	91%	100%	88%	84%	89%	85%	91%	77%	87%	96%	77%	77%	84%	89%	95%	97%	75%	83%	96%	81%	92%	96%	83%	85%	93%	85%	92%	88%	84%	87%
The border-crossing experience overall	87%	86%	95%	100%	92%	87%	84%	89%	86%	89%	74%	88%	97%	77%	72%	82%	93%	98%	97%	77%	83%	96%	69%	95%	99%	89%	91%	81%	87%	89%	86%	85%

Q8.[Summary of Poor]Thinking about your most recent trip to the United States, how would you rate your interaction with the US Customs and Border Protection on each of the following measures?

	Total	Region							Gender		Age			Age_Fine					Age Gender			Education			Income							
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Wait times	17%	26%	11%	9%	8%	14%	23%	11%	16%	18%	29%	14%	10%	41%	22%	18%	12%	12%	9%	27%	16%	6%	32%	12%	15%	14%	11%	27%	20%	11%	18%	25%
Courtesy of border agents	13%	8%	9%		12%	14%	16%	11%	15%	9%	23%	13%	4%	23%	23%	16%	11%	5%	3%	25%	17%	4%	19%	8%	4%	17%	7%	15%	8%	12%	16%	13%
The border-crossing experience overall	13%	14%	5%		8%	13%	16%	11%	14%	11%	26%	12%	3%	23%	28%	18%	7%	2%	3%	23%	17%	4%	31%	5%	1%	11%	9%	19%	13%	11%	14%	15%

Q8.[Wait times]Thinking about your most recent trip to the United States, how would you rate your interaction with the US Customs and Border Protection on each of the following measures?

	Total	Region							Gender		Age			Age_Fine					Age Gender			Education			Income							
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Very good - it was quite easy	41%	45%	48%	52%	58%	38%	33%	53%	44%	37%	36%	35%	49%	29%	41%	27%	42%	47%	51%	40%	31%	59%	30%	40%	38%	46%	45%	31%	37%	53%	33%	30%
Moderately good	42%	29%	41%	38%	34%	48%	44%	36%	40%	45%	35%	51%	40%	30%	37%	55%	47%	41%	40%	32%	52%	34%	38%	48%	47%	41%	43%	43%	44%	36%	49%	45%
Moderately poor	14%	18%	11%	9%	8%	11%	19%	11%	12%	16%	25%	11%	8%	35%	19%	10%	12%	11%	6%	26%	10%	3%	24%	12%	14%	11%	19%	19%	8%	15%	18%	
Very poor - it was painful	3%	8%				2%	4%		4%	3%	4%	4%	2%	6%	3%	8%		1%	3%	2%	6%	3%	8%		1%	2%		8%	1%	3%	3%	6%
Top2Box	83%	74%	89%	91%	92%	86%	77%	89%	84%	82%	71%	86%	90%	59%	78%	82%	88%	88%	91%	73%	84%	94%	68%	88%	85%	86%	89%	73%	80%	89%	82%	75%
Bottom2Box	17%	26%	11%	9%	8%	14%	23%	11%	16%	18%	29%	14%	10%	41%	22%	18%	12%	12%	9%	27%	16%	6%	32%	12%	15%	14%	11%	27%	20%	11%	18%	25%

Q8.[Courtesy of border agents]Thinking about your most recent trip to the United States, how would you rate your interaction with the US Customs and Border Protection on each of the following measures?

	Total	Region							Gender		Age			Age_Fine					Age Gender			Education			Income							
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Very good - it was quite easy	50%	51%	59%	77%	55%	54%	34%	59%	50%	51%	24%	48%	72%	10%	32%	37%	58%	70%	74%	26%	42%	77%	21%	57%	66%	52%	53%	46%	45%	61%	47%	41%
Moderately good	37%	41%	32%	23%	33%	32%	50%	30%	35%	39%	53%	38%	24%	66%	45%	47%	31%	25%	23%	48%	41%	18%	60%	34%	30%	31%	40%	40%	47%	27%	37%	45%
Moderately poor	8%	6%	5%		8%	10%	11%		9%	7%	14%	11%	2%	20%	11%	13%	9%	4%		15%	13%	1%	13%	8%	2%	13%	2%	11%	5%	8%	12%	8%
Very poor - it was painful	4%	2%	3%		4%	4%	5%	11%	6%	2%	8%	2%	2%	3%	12%	3%	2%	1%	3%	10%	4%	3%	6%		1%	4%	5%	4%	3%	4%	4%	5%
Top2Box	87%	92%	91%	100%	88%	86%	84%	89%	85%	91%	77%	87%	96%	77%	77%	84%	89%	95%	97%	75%	83%	96%	81%	92%	96%	83%	93%	85%	92%	88%	84%	87%
Bottom2Box	13%	8%	9%		12%	14%	16%	11%	15%	9%	23%	13%	4%	23%	23%	16%	11%	5%	3%	25%	17%	4%	19%	8%	4%	17%	7%	15%	8%	12%	16%	13%

Q8.[The border-crossing experience overall]Thinking about your most recent trip to the United States, how would you rate your interaction with the US Customs and Border Protection on each of the following measures?

	Total	Region							Gender		Age			Age_Fine					Age Gender			Education			Income							
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Very good - it was quite easy	45%	39%	57%	53%	52%	46%	35%	70%	44%	46%	26%	43%	61%	18%	31%	31%	53%	53%	67%	30%	34%	68%	21%	55%	54%	48%	47%	40%	37%	55%	43%	36%
Moderately good	42%	47%	38%	47%	39%	41%	49%	19%	41%	44%	48%	45%	36%	59%	41%	51%	39%	44%	30%	47%	48%	29%	48%	39%	45%	41%	44%	41%	50%	34%	44%	49%
Moderately poor	10%	7%	5%		4%	12%	13%	11%	12%	8%	21%	11%	1%	17%	24%	14%	7%	1%	1%	21%	14%	2%	23%	5%		9%	8%	13%	10%	10%	11%	10%
Very poor - it was painful	3%	7%			4%	1%	3%		2%	3%	5%	2%	2%	6%	4%	4%		1%	2%	2%	3%	2%	9%		1%	2%	1%	6%	2%	1%	3%	5%
Top2Box	87%	86%	95%	100%	92%	87%	84%	89%	86%	89%	74%	88%	97%	77%	72%	82%	93%	98%	97%	77%	83%	96%	69%	95%	99%	89%	91%	81%	87%	89%	86%	85%
Bottom2Box	13%	14%	5%		8%	13%	16%	11%	14%	11%	26%	12%	3%	23%	28%	18%	7%	2%	3%	23%	17%	4%	31%	5%	1%	11%	9%	19%	13%	11%	14%	15%

Q9.Now think about all your experiences with the US Customs and Border Protection in the past 12 months. Have you had any experiences you would describe as painful, or have they all been easy?

	Total	Region							Gender		Age			Age_Fine					Age Gender			Education			Income							
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
All my experiences have been easy	69%	58%	81%	77%	83%	69%	68%	75%	71%	66%	50%	74%	79%	53%	48%	75%	74%	78%	79%	54%	77%	81%	44%	70%	76%	70%	71%	66%	60%	72%	74%	66%
One or two have been painful	27%	35%	19%	23%	17%	26%	25%	25%	24%	30%	42%	22%	20%	41%	42%	20%	23%	20%	19%	42%	16%	18%	42%	30%	22%	25%	28%	27%	37%	23%	22%	27%
It is often painful	4%	7%				4%	6%		4%	4%	8%	4%	2%	6%	10%	5%	3%	1%	2%	4%	7%	2%	14%		1%	5%	1%	7%	3%	4%	3%	7%

	Total who made multiple trips and had at least one poor experience	Region							Gender		Age			Age Fine						Age Gender					Education			Income				
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Sample Size	101	22*	7*	3*	4*	40*	21*	4*	53*	48*	46*	29*	26*	16*	30*	13*	16*	12*	14*	25*	15*	13*	21*	14*	14*	33*	32*	36*	27*	33*	20*	22*

Q10.[Entering the US]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?

	Total	Region							Gender		Age			Age Fine						Age Gender					Education			Income				
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Wait times/line-up too long	60%	63%	79%	72%	54%	62%	50%	44%	56%	64%	68%	53%	54%	88%	57%	69%	39%	45%	61%	69%	43%	46%	67%	63%	62%	54%	57%	68%	41%	69%	65%	65%
Overly invasive questions	27%	34%	22%	28%		28%	15%	44%	32%	21%	25%	26%	30%	10%	33%	27%	26%	43%	19%	30%	44%	21%	19%	6%	37%	24%	33%	23%	41%	28%	15%	16%
Went through luggage/belongings	18%	16%				20%	18%	44%	23%	12%	25%	13%	11%	24%	25%	12%	14%	7%	13%	29%	14%	22%	21%	12%		14%	30%	11%	24%	16%	11%	18%
Rude staff	49%	42%	44%		46%	55%	43%	78%	56%	41%	60%	47%	32%	48%	67%	46%	47%	37%	28%	59%	60%	46%	63%	31%	18%	58%	39%	50%	44%	42%	66%	50%
Racism/racial profiling	5%	3%				4%	11%		4%	6%	9%	3%		16%	5%	7%				5%	6%		13%					14%		2%	12%	9%
Was denied entry to the US	2%	5%	10%						3%	1%	4%	2%								7%				4%		2%	3%	2%		9%	3%	
Other things (please specify):	9%	18%	10%			3%	17%		8%	11%	3%	20%	9%		5%	19%	21%	5%	12%	3%	14%	9%	2%	27%	9%	5%	5%	17%	10%	8%	12%	8%

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

	Total	Region							Gender		Age			Age Fine						Age Gender					Education			Income				
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
An airport	36%	33%	60%	30%		31%	37%	100%	47%	25%	38%	46%	23%	51%	30%	49%	43%	14%	31%	47%	50%	42%	26%	41%	6%	15%	45%	48%	28%	36%	46%	39%
A car border crossing	64%	67%	40%	70%	100%	69%	63%		53%	75%	62%	54%	77%	49%	70%	51%	57%	86%	69%	53%	50%	58%	74%	59%	94%	85%	55%	52%	72%	64%	54%	61%

	Total who made multiple trips in 2016	Region							Gender		Age			Age Fine						Age Gender					Education			Income				
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Sample Size	326	56*	28*	10*	22*	128*	61*	14*	186*	140*	92*	112*	123*	35*	57*	52*	60*	54*	69*	55*	66*	65*	37*	45*	58*	108*	114*	104*	67*	120*	76*	64*

Q12.[Summary of Good]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 on each of the following measures?

	Total	Region							Gender		Age			Age Fine						Age Gender					Education			Income				
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Wait times	81%	76%	90%	91%	70%	81%	80%	95%	80%	83%	71%	82%	88%	62%	77%	79%	84%	91%	86%	77%	81%	82%	62%	84%	95%	80%	82%	81%	74%	88%	77%	81%
Courtesy of border agents	88%	88%	87%	100%	84%	88%	89%	89%	89%	87%	81%	84%	96%	76%	84%	80%	88%	94%	97%	88%	83%	94%	70%	86%	98%	84%	86%	93%	84%	89%	87%	91%
The border-crossing experience overall	89%	86%	94%	100%	84%	88%	92%	95%	88%	90%	82%	89%	95%	86%	79%	83%	94%	96%	94%	86%	86%	92%	75%	92%	99%	87%	89%	93%	83%	92%	90%	90%

Q12.[Summary of Poor]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 on each of the following measures?

	Total	Region							Gender		Age			Age Fine						Age Gender					Education			Income				
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Wait times	19%	24%	10%	9%	30%	19%	20%	5%	20%	17%	29%	18%	12%	38%	23%	21%	16%	9%	14%	23%	19%	18%	38%	16%	5%	20%	18%	19%	26%	12%	23%	19%
Courtesy of border agents	12%	12%	13%		16%	12%	11%	11%	11%	13%	19%	16%	4%	24%	16%	20%	12%	6%	3%	12%	17%	6%	30%	14%	2%	16%	14%	7%	16%	11%	13%	9%
The border-crossing experience overall	11%	14%	6%		16%	12%	8%	5%	12%	10%	18%	11%	5%	14%	21%	17%	6%	4%	6%	14%	14%	8%	25%	8%	1%	13%	11%	7%	17%	8%	10%	10%

Q12.[Wait times]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 on each of the following measures?

	Total	Region							Gender		Age			Age_Fine					Age Gender					Education			Income					
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Very good - it was quite easy	35%	48%	41%	37%	28%	31%	27%	63%	35%	36%	28%	27%	48%	13%	37%	15%	38%	44%	51%	27%	29%	46%	28%	24%	51%	38%	37%	30%	42%	41%	25%	31%
Moderately good	46%	27%	49%	54%	42%	51%	53%	31%	45%	46%	43%	55%	40%	49%	40%	64%	46%	46%	34%	50%	51%	36%	34%	60%	44%	42%	44%	51%	33%	47%	51%	51%
Moderately poor	14%	16%	7%		10%	15%	18%		16%	11%	18%	16%	10%	19%	17%	18%	15%	9%	10%	17%	17%	14%	18%	15%	4%	16%	14%	12%	20%	9%	22%	9%
Very poor - it was painful	5%	8%	3%	9%	20%	3%	3%	5%	4%	6%	11%	2%	2%	19%	7%	3%	1%		4%	6%	2%	4%	20%	1%	1%	3%	4%	6%	6%	4%	1%	9%
Top2Box	81%	76%	90%	91%	70%	81%	80%	95%	80%	83%	71%	82%	88%	62%	77%	79%	84%	91%	86%	77%	81%	82%	62%	84%	95%	80%	82%	81%	74%	88%	77%	81%
Bottom2Box	19%	24%	10%	9%	30%	19%	20%	5%	20%	17%	29%	18%	12%	38%	23%	21%	16%	9%	14%	23%	19%	18%	38%	16%	5%	20%	18%	19%	26%	12%	23%	19%

Q12.[Courtesy of border agents]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 on each of the following measures?

	Total	Region							Gender		Age			Age_Fine					Age Gender					Education			Income					
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Very good - it was quite easy	53%	51%	58%	91%	47%	54%	44%	62%	54%	51%	32%	50%	71%	10%	45%	36%	62%	65%	76%	39%	44%	78%	22%	59%	63%	52%	54%	52%	44%	58%	57%	46%
Moderately good	35%	37%	29%	9%	36%	33%	44%	27%	35%	36%	49%	34%	25%	66%	38%	44%	26%	30%	22%	49%	40%	17%	48%	27%	35%	32%	32%	41%	39%	31%	30%	45%
Moderately poor	10%	12%	10%		9%	10%	10%	11%	9%	13%	17%	14%	2%	22%	13%	18%	11%	4%	1%	9%	14%	3%	27%	14%	2%	13%	12%	7%	13%	11%	11%	8%
Very poor - it was painful	2%		3%		7%	2%	1%		3%	1%	3%	1%	2%	2%	3%	2%	1%	2%	1%	3%	2%	3%	3%			3%	2%	1%	4%	1%	3%	1%
Top2Box	88%	88%	87%	100%	84%	88%	89%	89%	89%	87%	81%	84%	96%	76%	84%	80%	88%	94%	97%	88%	83%	94%	70%	86%	98%	84%	86%	93%	84%	89%	87%	91%
Bottom2Box	12%	12%	13%		16%	12%	11%	11%	11%	13%	19%	16%	4%	24%	16%	20%	12%	6%	3%	12%	17%	6%	30%	14%	2%	16%	14%	7%	16%	11%	13%	9%

Q12.[The border-crossing experience overall]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 on each of the following measures?

	Total	Region							Gender		Age			Age_Fine					Age Gender					Education			Income					
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Very good - it was quite easy	47%	42%	51%	73%	36%	48%	40%	75%	47%	47%	28%	40%	67%	16%	36%	28%	50%	58%	74%	36%	32%	71%	16%	51%	63%	50%	51%	40%	42%	51%	48%	44%
Moderately good	42%	44%	43%	27%	48%	40%	51%	19%	41%	44%	53%	49%	28%	70%	43%	55%	44%	38%	21%	50%	54%	21%	58%	41%	36%	37%	38%	52%	42%	41%	42%	46%
Moderately poor	8%	14%	6%		12%	8%	5%	5%	9%	7%	12%	10%	3%	6%	16%	16%	4%	2%	4%	11%	11%	5%	15%	8%	1%	10%	10%	4%	13%	7%	8%	4%
Very poor - it was painful	3%				4%	4%	4%		3%	3%	6%	2%	2%	8%	5%	1%	2%	2%	1%	3%	3%	3%	11%			4%	2%	3%	4%	1%	2%	6%
Top2Box	89%	86%	94%	100%	84%	88%	92%	95%	88%	90%	82%	89%	95%	86%	79%	83%	94%	96%	94%	86%	86%	92%	75%	92%	99%	87%	89%	93%	83%	92%	90%	90%
Bottom2Box	11%	14%	6%		16%	12%	8%	5%	12%	10%	18%	11%	5%	14%	21%	17%	6%	4%	6%	14%	14%	8%	25%	8%	1%	13%	11%	7%	17%	8%	10%	10%

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?

	Total	Region							Gender		Age			Age_Fine					Age Gender					Education			Income					
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
All my experiences have been easy	71%	61%	76%	90%	67%	69%	81%	74%	71%	71%	53%	72%	84%	49%	56%	66%	78%	81%	86%	62%	69%	82%	40%	77%	86%	76%	62%	76%	59%	77%	74%	71%
One or two have been painful	26%	37%	24%	10%	33%	25%	18%	26%	25%	27%	41%	27%	14%	51%	35%	34%	20%	19%	9%	34%	29%	13%	50%	23%	14%	20%	34%	23%	37%	21%	21%	28%
It is often painful	3%	2%				6%	1%		4%	2%	6%	1%	3%		10%		2%		5%	4%	2%	5%	9%			4%	4%	1%	4%	3%	5%	1%

	Total who made multiple trips and had at least one poor experience	Region							Gender		Age			Age Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
<b>Sample Size</b>	94*	21*	7*	1*	7*	36*	14*	3*	53*	41*	43*	31*	20*	18*	25*	18*	13*	10*	10*	21*	21*	12*	22*	10*	8*	26*	43*	25*	27*	28*	20*	19*

Q14.[Returning to Canada]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?

	Total	Region							Gender		Age			Age Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Wait times/line-up too long	55%	51%	48%	100%	38%	60%	57%	30%	55%	55%	53%	60%	50%	70%	42%	45%	80%	31%	69%	45%	59%	65%	61%	63%	27%	54%	52%	61%	48%	51%	48%	77%
Overly invasive questions	15%	31%	22%			28%	8%	49%	30%	19%	14%	45%	17%	12%	16%	58%	28%	27%	8%	20%	49%	14%	9%	37%	23%	34%	18%	28%	35%	34%	12%	12%
Went through luggage	25%	21%	8%		12%	13%	20%	21%	16%	14%	20%	13%	9%	23%	19%	7%	20%	18%		17%	17%	15%	24%	5%		14%	15%	17%	23%	6%	22%	11%
Rude staff	47%	44%	61%		63%	47%	33%	70%	41%	55%	58%	27%	56%	55%	59%	25%	29%	60%	52%	49%	21%	62%	66%	38%	47%	49%	47%	46%	49%	54%	40%	41%
Racism/racial profiling	7%	9%				7%	5%	21%	8%	5%	13%	3%		17%	10%		7%			17%	4%		9%			7%	4%	10%	6%	2%	5%	16%
Other things (Specify):	9%	28%	8%			1%	8%		5%	13%	6%	11%	11%		10%	9%	14%		22%		14%		11%	5%	26%	5%	9%	12%	15%	8%	7%	

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

	Total	Region							Gender		Age			Age Fine						Age Gender						Education			Income				
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer	
An airport	33%	21%	77%			46%	29%	42%	21%	32%	33%	38%	36%	18%	49%	30%	49%	18%	18%	19%	37%	33%	23%	39%	40%	11%	21%	31%	48%	20%	43%	38%	30%
A car border crossing	65%	74%	23%	100%		54%	69%	58%	79%	64%	67%	58%	64%	82%	45%	67%	51%	82%	82%	81%	54%	67%	77%	61%	60%	89%	79%	65%	52%	76%	57%	57%	70%
Train/ferry station	2%	5%				2%			4%			4%			6%	3%					9%							4%		3%		5%	

	Total	Region							Gender		Age			Age Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
<b>Sample Size</b>	1501	202	152	100	94*	499	352	102	733	768	435	524	543	178	257	247	276	248	294	224	253	256	210	271	287	632	475	395	490	479	251	281

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

	Total	Region							Gender		Age			Age Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
More invasive and intense than they need to be	22%	30%	18%	24%	16%	23%	20%	23%	26%	19%	27%	27%	14%	22%	31%	30%	25%	16%	12%	28%	32%	16%	26%	22%	12%	21%	22%	26%	20%	25%	22%	22%
More relaxed and easy than they should be	9%	6%	11%	8%	9%	7%	11%	11%	7%	10%	9%	8%	9%	12%	7%	7%	9%	9%	9%	8%	7%	6%	10%	9%	11%	8%	10%	7%	12%	7%	5%	8%
About right	69%	64%	70%	68%	75%	70%	69%	66%	67%	70%	64%	65%	77%	66%	62%	63%	66%	75%	79%	64%	61%	78%	64%	69%	77%	71%	68%	67%	68%	68%	72%	70%

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

	Total	Region							Gender		Age			Age Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Yes, will become easier	3%	5%	1%	0%	4%	2%	3%	1%	3%	2%	4%	2%	2%	5%	3%	1%	2%	2%	2%	5%	3%	2%	3%	1%	1%	2%	4%	2%	4%	2%	1%	2%
Yes, will become more difficult	48%	54%	41%	38%	58%	51%	44%	49%	45%	52%	57%	48%	42%	58%	56%	48%	48%	49%	36%	51%	45%	40%	63%	51%	44%	44%	49%	54%	47%	49%	46%	51%
No, don't expect an impact	27%	23%	34%	33%	20%	25%	31%	24%	34%	21%	22%	29%	30%	19%	23%	28%	29%	26%	33%	28%	36%	37%	15%	22%	24%	28%	28%	24%	25%	28%	37%	21%
Not Sure/Don't Know	22%	19%	24%	28%	17%	22%	21%	26%	18%	25%	17%	21%	26%	18%	17%	22%	20%	22%	29%	16%	17%	21%	19%	25%	30%	25%	19%	19%	23%	20%	16%	27%



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

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
I am a Nexus card holder	6%	12%	8%		2%	6%	3%	3%	6%	5%	6%	6%	5%	4%	7%	5%	7%	7%	4%	7%	7%	5%	4%	5%	6%	4%	7%	7%	2%	7%	12%	4%
I travel to the US for work or school	4%	3%	3%	1%	3%	4%	4%	4%	5%	2%	6%	4%	2%	6%	6%	3%	4%	3%	1%	7%	5%	3%	5%	2%	0%	3%	4%	5%	2%	5%	6%	2%
I spend winter in the US	3%	5%	2%	5%		3%	1%	4%	3%	2%	2%	1%	6%	2%	1%	0%	1%	3%	8%	3%	0%	7%		1%	5%	4%	3%	2%	2%	4%	1%	3%
I have lived in the US in the past	4%	8%	4%	4%		3%	3%	7%	5%	3%	3%	5%	4%	2%	4%	6%	4%	4%	4%	5%	6%	3%	1%	3%	5%	3%	3%	7%	4%	4%	5%	3%
I have family in the US	22%	21%	21%	24%	22%	26%	15%	26%	19%	24%	23%	16%	26%	26%	21%	16%	16%	26%	27%	24%	12%	21%	22%	19%	31%	20%	22%	24%	24%	20%	20%	22%
None of the above	67%	62%	65%	67%	74%	63%	78%	67%	67%	68%	66%	74%	63%	65%	67%	74%	73%	63%	62%	62%	74%	65%	70%	73%	61%	71%	67%	62%	69%	66%	63%	70%

Q19.Do 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.)

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Yes	14%	20%	14%	7%	19%	14%	10%	14%	15%	13%	24%	11%	8%	35%	16%	14%	7%	10%	7%	26%	11%	9%	22%	11%	8%	13%	11%	17%	14%	13%	10%	18%
No	86%	80%	86%	93%	81%	86%	90%	86%	85%	87%	76%	89%	92%	65%	84%	86%	93%	90%	93%	74%	89%	91%	78%	89%	92%	87%	89%	83%	86%	87%	90%	82%

	Total travellers to U.S.	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Sample Size	660	95*	65*	34*	42*	250	136	36*	359	302	204	228	229	85*	119	99*	128	108	121	120	128	111	84*	100	117	224	219	217	147	227	158	123

Q3/8 Combo.[Summary of Good]Combined Travelling to the US

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Wait times	82%	75%	81%	83%	85%	82%	83%	88%	81%	83%	74%	80%	90%	66%	80%	78%	81%	89%	90%	72%	76%	96%	77%	85%	84%	84%	86%	75%	78%	84%	85%	77%
Courtesy of border agents	85%	84%	82%	90%	89%	85%	86%	86%	83%	88%	79%	83%	92%	78%	81%	80%	86%	92%	92%	75%	80%	94%	85%	89%	90%	84%	89%	82%	87%	85%	86%	82%
The border-crossing experience overall	86%	83%	83%	96%	87%	86%	86%	94%	85%	88%	81%	84%	93%	82%	80%	80%	87%	94%	93%	83%	78%	96%	79%	91%	91%	88%	91%	80%	88%	86%	88%	82%

Q3/8 Combo.[Summary of Poor]Combined Travelling to the US

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Wait times	18%	25%	19%	17%	15%	18%	17%	12%	19%	17%	26%	20%	10%	34%	20%	22%	19%	11%	10%	28%	24%	4%	23%	15%	16%	16%	14%	25%	22%	16%	15%	23%
Courtesy of border agents	15%	16%	18%	10%	11%	15%	14%	14%	17%	12%	21%	17%	8%	22%	19%	20%	14%	8%	8%	25%	20%	6%	15%	11%	10%	16%	11%	18%	13%	15%	14%	18%
The border-crossing experience overall	14%	17%	17%	4%	13%	14%	14%	6%	15%	12%	19%	16%	7%	18%	20%	20%	13%	6%	7%	17%	22%	4%	21%	9%	9%	12%	9%	20%	12%	14%	12%	18%

Q3/8 Combo.[Wait times]Combined travelling to the US

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Very good - it was quite easy	41%	41%	43%	57%	59%	37%	41%	43%	40%	41%	36%	35%	50%	35%	37%	32%	38%	48%	51%	32%	35%	56%	42%	37%	44%	47%	45%	29%	35%	48%	39%	36%
Moderately good	41%	34%	38%	26%	26%	45%	42%	44%	40%	42%	38%	45%	40%	32%	43%	46%	43%	41%	39%	40%	41%	40%	35%	49%	40%	37%	41%	45%	43%	36%	46%	41%
Moderately poor	14%	16%	11%	17%	11%	14%	14%	8%	14%	13%	21%	14%	7%	27%	16%	12%	15%	8%	6%	23%	15%	3%	18%	12%	11%	12%	12%	17%	18%	11%	12%	14%
Very poor - it was painful	5%	10%	8%		4%	4%	4%	4%	5%	4%	5%	6%	3%	6%	4%	10%	4%	3%	4%	4%	9%	2%	5%	3%	5%	4%	3%	8%	4%	4%	3%	9%
Top2Box	82%	75%	81%	83%	85%	82%	83%	88%	81%	83%	74%	80%	90%	66%	80%	78%	81%	89%	90%	72%	76%	96%	77%	85%	84%	84%	86%	75%	78%	84%	85%	77%
Bottom2Box	18%	25%	19%	17%	15%	18%	17%	12%	19%	17%	26%	20%	10%	34%	20%	22%	19%	11%	10%	28%	24%	4%	23%	15%	16%	16%	14%	25%	22%	16%	15%	23%

Q3/8 Combo.[Courtesy of border agents]Combined travelling to the US

	Total	Region							Gender		Age			Age_Fine					Age Gender					Education			Income					
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Very good - it was quite easy	46%	43%	54%	54%	61%	47%	39%	50%	46%	46%	30%	42%	65%	22%	36%	38%	44%	62%	68%	27%	40%	74%	34%	44%	57%	49%	48%	42%	40%	54%	45%	42%
Moderately good	39%	41%	28%	36%	28%	38%	47%	36%	36%	42%	49%	42%	27%	55%	45%	42%	41%	29%	24%	48%	40%	20%	51%	44%	33%	35%	41%	41%	47%	31%	41%	40%
Moderately poor	10%	13%	10%	10%	9%	10%	9%	10%	11%	9%	15%	11%	5%	20%	12%	14%	8%	6%	3%	17%	13%	3%	12%	8%	7%	11%	7%	13%	9%	10%	11%	11%
Very poor - it was painful	5%	3%	7%		2%	5%	6%	4%	6%	3%	5%	6%	3%	3%	7%	5%	6%	2%	5%	7%	7%	4%	3%	4%	3%	5%	4%	5%	4%	5%	3%	7%
Top2Box	85%	84%	82%	90%	89%	85%	86%	86%	83%	88%	79%	83%	92%	78%	81%	80%	86%	92%	92%	75%	80%	94%	85%	89%	90%	84%	89%	82%	87%	85%	86%	82%
Bottom2Box	15%	16%	18%	10%	11%	15%	14%	14%	17%	12%	21%	17%	8%	22%	19%	20%	14%	8%	8%	25%	20%	6%	15%	11%	10%	16%	11%	18%	13%	15%	14%	18%

Q3/8 Combo.[The border-crossing experience overall]Combined travelling to the US

	Total	Region							Gender		Age			Age_Fine					Age Gender					Education			Income					
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Very good - it was quite easy	43%	34%	51%	51%	56%	42%	42%	51%	41%	46%	32%	39%	57%	26%	36%	36%	42%	52%	62%	29%	34%	62%	36%	47%	53%	45%	48%	37%	38%	50%	42%	39%
Moderately good	43%	49%	32%	45%	32%	44%	45%	42%	44%	42%	49%	44%	36%	56%	45%	44%	44%	42%	31%	54%	44%	34%	43%	45%	38%	43%	43%	50%	36%	46%	43%	
Moderately poor	10%	12%	15%		11%	10%	9%	6%	11%	9%	15%	12%	5%	12%	17%	15%	10%	5%	4%	14%	17%	2%	17%	5%	7%	9%	6%	16%	9%	11%	9%	12%
Very poor - it was painful	3%	5%	2%	4%	2%	3%	4%		3%	3%	4%	4%	2%	6%	3%	6%	3%	1%	3%	4%	5%	2%	5%	3%	3%	4%	4%	3%	3%	3%	6%	
Top2Box	86%	83%	83%	96%	87%	86%	86%	94%	85%	88%	81%	84%	93%	82%	80%	80%	87%	94%	93%	83%	78%	96%	79%	91%	91%	88%	91%	80%	88%	86%	88%	82%
Bottom2Box	14%	17%	17%	4%	13%	14%	14%	6%	15%	12%	19%	16%	7%	18%	20%	20%	13%	6%	7%	17%	22%	4%	21%	9%	12%	9%	20%	12%	14%	12%	18%	

Total who had a bad experience traveling to the U.S.	Region							Gender		Age			Age_Fine					Age Gender					Education			Income					
Sample Size	BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
151	30*	15*	4*	7*	50*	29*	5*	80*	71*	61*	52*	38*	24*	37*	24*	28*	17*	21*	34*	32*	14*	27*	20*	24*	48*	43*	60*	36*	51*	28*	35*

Q4/10 Combo [Entering the US] You indicated that your overall experience was poor. What made it so?

	Total	Region							Gender		Age			Age_Fine					Age Gender					Education			Income					
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Wait times/line-up too long	64%	63%	88%	43%	56%	67%	48%	55%	59%	69%	68%	61%	63%	76%	62%	76%	48%	59%	66%	67%	57%	46%	68%	67%	73%	54%	55%	78%	38%	71%	68%	77%
Overly invasive questions	28%	33%	17%	17%	28%	31%	19%	55%	36%	19%	25%	31%	29%	19%	28%	40%	23%	34%	25%	33%	44%	25%	14%	11%	32%	25%	38%	24%	37%	32%	20%	19%
Went through luggage/belongings	20%	19%	4%	40%		23%	19%	35%	24%	15%	22%	21%	14%	21%	22%	23%	20%	5%	22%	23%	23%	25%	20%	18%	7%	20%	33%	10%	31%	18%	10%	17%
Rude staff	54%	46%	69%	40%	52%	59%	42%	82%	62%	46%	60%	55%	45%	40%	72%	58%	53%	46%	44%	61%	66%	53%	57%	38%	40%	61%	43%	58%	49%	50%	63%	59%
Racism/racial profiling	7%	2%	8%	40%	21%	8%	8%	6%	8%	10%	7%	3%	15%	7%	4%	9%	7%			8%	7%		13%	7%	5%	2%	4%	14%	4%	7%	14%	6%
Was denied entry to the US	4%	5%	13%		1%	8%		5%	4%	5%	5%	2%	4%	6%		10%		3%	9%	2%			11%	3%	7%	5%	1%	2%	4%	6%	6%	
Other things (please specify):	10%	17%	8%		4%	19%		7%	13%	2%	14%	17%		4%	10%	16%	7%	26%	3%	9%	14%	2%	21%	19%	9%	7%	13%	7%	10%	13%	10%	

Total travellers to U.S.	Region							Gender		Age			Age_Fine					Age Gender					Education			Income					
Sample Size	BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
660	95*	65*	34*	42*	250	136	36*	359	302	204	228	229	85*	119	99*	128	108	121	120	128	111	84*	100	117	224	219	217	147	227	158	129

Q5/12 Combo.[Summary of Good]Combined travelling to Canada

	Total	Region							Gender		Age			Age_Fine					Age Gender					Education			Income					
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Wait times	81%	77%	81%	90%	76%	80%	82%	90%	78%	84%	74%	79%	88%	73%	75%	78%	81%	88%	87%	74%	77%	82%	75%	82%	93%	82%	81%	79%	73%	88%	78%	81%
Courtesy of border agents	89%	88%	86%	98%	83%	87%	93%	96%	88%	90%	84%	86%	95%	84%	84%	85%	88%	93%	98%	88%	85%	91%	79%	88%	99%	87%	88%	91%	87%	90%	86%	92%
The border-crossing experience overall	88%	86%	86%	93%	83%	86%	92%	94%	86%	91%	82%	88%	93%	85%	80%	86%	90%	91%	95%	82%	86%	89%	82%	90%	97%	85%	90%	89%	84%	91%	86%	89%

Q5/12 Combo.[Summary of Poor]Combined travelling to Canada

	Total	Region							Gender		Age			Age_Fine					Age Gender			Education			Income							
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Wait times	19%	23%	19%	10%	24%	20%	18%	10%	22%	16%	26%	21%	12%	27%	25%	22%	19%	12%	13%	26%	23%	18%	25%	18%	7%	18%	19%	21%	27%	12%	22%	19%
Courtesy of border agents	11%	12%	14%	2%	17%	13%	7%	4%	12%	10%	16%	14%	5%	16%	15%	12%	7%	2%	12%	15%	9%	21%	12%	1%	13%	12%	9%	13%	10%	14%	8%	
The border-crossing experience overall	12%	14%	14%	7%	17%	14%	8%	6%	14%	9%	18%	12%	7%	15%	20%	14%	10%	9%	18%	14%	11%	18%	10%	3%	15%	10%	11%	16%	9%	14%	11%	

Q5/12 Combo.[Wait times]Combined travelling to Canada

	Total	Region							Gender		Age			Age_Fine					Age Gender			Education			Income							
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Very good - it was quite easy	35%	42%	33%	58%	38%	31%	31%	48%	32%	38%	32%	32%	40%	27%	36%	28%	35%	35%	45%	29%	31%	37%	38%	34%	42%	39%	39%	27%	33%	41%	31%	30%
Moderately good	46%	34%	48%	32%	39%	48%	51%	42%	46%	46%	42%	47%	48%	46%	39%	50%	45%	53%	43%	46%	46%	45%	37%	48%	51%	43%	42%	52%	40%	46%	47%	51%
Moderately poor	14%	17%	13%	8%	10%	15%	13%	8%	17%	10%	16%	16%	11%	16%	17%	19%	13%	11%	10%	18%	18%	15%	13%	6%	13%	14%	15%	22%	18%	15%	12%	
Very poor - it was painful	5%	6%	6%	2%	14%	5%	4%	2%	5%	5%	9%	5%	2%	11%	8%	3%	6%	1%	2%	7%	5%	3%	12%	5%	1%	5%	4%	6%	5%	4%	8%	
Top2Box	81%	77%	81%	90%	76%	80%	82%	90%	78%	84%	74%	79%	88%	73%	75%	78%	81%	88%	87%	74%	77%	82%	75%	82%	93%	82%	81%	79%	73%	88%	78%	81%
Bottom2Box	19%	23%	19%	10%	24%	20%	18%	10%	22%	16%	26%	21%	12%	27%	25%	22%	19%	12%	13%	26%	23%	18%	25%	18%	7%	18%	19%	21%	27%	12%	22%	19%

Q5/12 Combo.[Courtesy of border agents]Combined travelling to Canada

	Total	Region							Gender		Age			Age_Fine					Age Gender			Education			Income							
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Very good - it was quite easy	49%	51%	55%	66%	53%	48%	45%	47%	47%	52%	37%	46%	63%	23%	46%	35%	55%	57%	69%	37%	39%	66%	36%	56%	61%	48%	52%	47%	38%	57%	47%	49%
Moderately good	40%	37%	31%	33%	30%	39%	47%	49%	41%	38%	48%	40%	32%	61%	38%	49%	33%	36%	29%	51%	46%	26%	43%	32%	38%	39%	37%	44%	49%	33%	39%	43%
Moderately poor	10%	11%	12%	2%	14%	12%	5%	4%	10%	9%	15%	11%	4%	15%	14%	14%	9%	5%	2%	11%	12%	6%	20%	10%	1%	10%	10%	9%	11%	8%	12%	8%
Very poor - it was painful	2%	1%	2%		4%	2%	3%		2%	1%	1%	3%	1%	1%	1%	4%	2%	1%	1%	3%	2%	1%	2%		3%	2%	1%	2%	2%	2%	1%	
Top2Box	89%	88%	86%	98%	83%	87%	93%	96%	88%	90%	84%	86%	95%	84%	84%	85%	88%	93%	98%	88%	85%	91%	79%	88%	99%	87%	88%	91%	87%	90%	86%	92%
Bottom2Box	11%	12%	14%	2%	17%	13%	7%	4%	12%	10%	16%	14%	5%	16%	16%	15%	12%	7%	2%	12%	15%	9%	21%	12%	1%	13%	12%	9%	13%	10%	14%	8%

Q5/12 Combo.[The border-crossing experience overall]Combined travelling to Canada

	Total	Region							Gender		Age			Age_Fine					Age Gender			Education			Income							
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Very good - it was quite easy	45%	46%	45%	60%	47%	44%	42%	50%	41%	49%	34%	40%	60%	26%	40%	31%	47%	51%	68%	35%	31%	60%	33%	51%	60%	46%	49%	40%	37%	51%	43%	46%
Moderately good	43%	40%	41%	33%	36%	42%	50%	44%	44%	41%	48%	48%	33%	59%	41%	54%	44%	40%	27%	47%	55%	29%	50%	40%	37%	39%	41%	49%	47%	40%	43%	44%
Moderately poor	9%	14%	14%	7%	15%	10%	4%	6%	12%	7%	14%	9%	5%	11%	17%	12%	7%	6%	5%	17%	11%	8%	11%	7%	3%	12%	7%	8%	14%	7%	10%	7%
Very poor - it was painful	3%				2%	4%	3%		3%	3%	4%	3%	1%	4%	3%	2%	3%	2%	1%	1%	3%	3%	7%	2%		3%	2%	3%	2%	4%	4%	
Top2Box	88%	86%	86%	93%	83%	86%	92%	94%	86%	91%	82%	88%	93%	85%	80%	86%	90%	91%	95%	82%	86%	89%	82%	90%	97%	85%	90%	89%	84%	91%	86%	89%
Bottom2Box	12%	14%	14%	7%	17%	14%	8%	6%	14%	9%	18%	12%	7%	15%	20%	14%	10%	9%	5%	18%	14%	11%	18%	10%	3%	15%	10%	11%	16%	9%	14%	11%

	Total who had a bad experience returning to Canada	Region								Gender		Age			Age Fine							Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer		
Sample Size	111	20*	11*	4*	6*	48*	14*	3*	68*	43*	47*	42*	22*	23*	25*	20*	21*	13*	9*	28*	25*	16*	20*	17*	7*	36*	38*	38*	30*	31*	27*	23*		

Q6/14 Combo.[Return to Canada]You indicated that your overall experience was poor. What made it so?

	Total	Region								Gender		Age			Age Fine							Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer		
Wait times/line-up too long	77%	71%	87%	100%	76%	75%	87%	60%	73%	84%	83%	75%	67%	87%	81%	67%	82%	44%	100%	76%	74%	64%	93%	76%	73%	84%	74%	73%	67%	70%	85%	90%		
Overly invasive questions	33%	35%	32%	42%	33%	35%	8%	75%	40%	22%	29%	42%	24%	30%	28%	62%	24%	32%	13%	39%	51%	23%	15%	29%	27%	41%	32%	27%	44%	35%	26%	24%		
Went through luggage/belongings	3%				1%	6%	35%	3%	1%	3%	3%		7%			6%			6%	3%			4%					2%	7%	2%				
Rude staff	18%	17%	45%	16%	38%	15%		35%	24%	9%	23%	18%	9%	27%	19%	24%	13%	6%	14%	31%	24%	13%	12%	9%	27%	16%	12%	13%	16%	28%	18%			
Racism/racial profiling	4%		8%		24%	1%		35%	5%	2%	7%	1%		16%			3%		10%	2%			4%		10%	1%		8%	2%	4%				
Other things (please specify):	3%					6%			3%	3%		3%	10%			6%		18%			15%		8%		4%		6%	8%		5%				

	Total travellers to U.S.	Region								Gender		Age			Age Fine							Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer		
Sample Size	660	95*	65*	34*	42*	250	136	36*	359	302	204	228	229	85*	119	99*	128	108	121	120	128	111	84*	100	117	224	219	217	147	227	158	129		

Q2/7 Combo.How did you most often travel?

	Total	Region								Gender		Age			Age Fine							Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer		
By air	39%	39%	70%	54%	40%	33%	34%	46%	40%	39%	46%	47%	26%	47%	46%	52%	42%	28%	23%	47%	46%	25%	45%	48%	26%	30%	40%	48%	33%	36%	49%	40%		
By car	56%	61%	30%	44%	60%	64%	55%	47%	57%	55%	49%	50%	69%	49%	49%	46%	54%	65%	72%	48%	53%	72%	50%	47%	66%	68%	54%	47%	62%	59%	48%	55%		
By bus	3%			2%		3%	9%	3%	3%	4%	4%	2%	4%	4%		3%	5%	3%	4%	1%	2%	3%	2%	5%	2%	4%	3%	4%	4%	1%	3%			
By ferry	0%	1%					0%	4%	0%	1%	0%	1%			1%	2%	0%			1%			2%			1%	0%	0%	0%	0%	1%			
Other/mixed	1%					1%	2%		0%	2%	0%	1%	1%		1%	1%	0%	1%	2%			1%	1%	2%	2%	0%	1%	1%	1%	0%	1%	2%		