

LOGISTICS SERVICE INDUSTRIES BORDER SURVEY

CONFIDENTIAL when completed.
Collected under authority of *Statistics Act*, Revised Statutes of Canada

STC/SAT-430-75455

March 10, 2010

**CATI SCRIPT FOR LOGISTICS SERVICE INDUSTRIES BORDER SURVEY – Collection Registration
Number: STC/SAT-430-75455**

Introduction:

"Hello (contact name) this is (interviewer's name) from Statistics Canada. I am calling about the Logistics Service Industries Border Survey. May I speak to your business's operations manager or with someone who can provide information on issues related to shipping goods across the Canada - U.S. border, please?"

"We're conducting the Logistics Service Industries Border Survey in partnership with Industry Canada. The purpose of this survey is to learn about issues related to the border, about trade practices and the impact border issues have on logistics business'. This information is collected under the authority of *the Statistics Act*.

"Summary results from the Logistics Service Industries Border Survey will be provided to respondents who are interested in receiving them. Would you like to receive a summary of the survey results?"

- 01 Yes → **Go to C90000**
- 03 No → **Go to Confidentiality text**

How would you like to receive the results?

- 01 Email → **Go to C90010**

C90010

→ **Go to Confidentiality text**

- 02 Fax: → **Go to C90020**

C90020

→ **Go to Confidentiality text**

- 03 Mail : → **Go to C90030, then C90040, then C90050, then C90060, then Confidentiality text.**

Address

C90030

City

C90040

Province/State

C90050

Postal Code/ZIP Code

C90060

Confidentiality Text:

This survey is being collected under the authority of the Statistics Act and your answers will be kept strictly confidential and used for statistical purposes only.

Statistics Canada may combine individual responses from this survey with information from other surveys.

While participation is voluntary, your assistance is essential if the results are to be accurate.

My supervisor may be listening for the purpose of quality control.

"I would like to review your business information."

Streaming questions

1) What is the **main** activity of your business?

- o01 Trucking → **Go to Q3**
- o02 Courier → **Go to Q3**
- o03 Warehousing and Storage → **Go to Q3**
- o04 Freight Transportation Arrangement including Customs → **Go to Q2**
- o05 Other, please specify: _____ → **Go to End**

2) What **type of freight** transportation arrangement business is this?

- o01 A customs broker
- o02 A Freight Forwarder
- o03 A Third Party Logistics Provider
- o04 Other, please specify: _____

Any of the above → Go to Q3

3) Does your business own any transportation assets, such as trucks, ships or airplanes?

- o01 Yes
- o03 No

If Q1 = 01 or 02 → **Go to Section 1 Intro**

If Q1 = 03 or 04 → **Go to Section 6 Intro**

Section 1: Transporting your clients' goods to the U.S.

This section is about transporting clients' goods to the U.S.

→ Go to Q4

4) In 2009, did your business transport any goods for clients to the U.S.?

- o01 Yes → **Go to Q5**
- o03 No → **Go to Section 2 Intro**

5) In 2009, what was your main method of transporting goods for clients to the U.S.?

Choose one option only

- o01 Your own fleet (includes transport owned by parent company)
- o02 A trucking company
- o03 A rail company
- o04 A third party logistics provider
- o05 Other, please specify: _____

Any of the above → Go to Q6

6) In 2009, of the goods your business transported for clients, what percentage crossed the Canada – U.S. border going to the U.S.?

C00600

OR

C00601 (select only one)

_____ % If C00600 > Empty → Go to Q7;

Else if C00600 = empty → Go to C00601

- 01 0%
- 02 1% to 9%
- 03 10% to 39%
- 04 40% to 59%
- 05 60% to 89%
- 06 90% to 99%
- 07 100%

Any of the above → Go to Q7

7) In 2009, what percentage of the shipments you transported to the U.S. for clients arrived on-time?

On-time shipments are all shipments where the transportation logistics for which your company was directly responsible did not cause delays that adversely affected the customer's business or production.

C00700

_____ % Less than 100% → Go to Q8; If 100% → Q9; Else if C00700 = empty → Go to C00701

OR

C00701 (select only one)

- 01 0%
- 02 1% to 9%
- 03 10% to 39%
- 04 40% to 59%
- 05 60% to 89%
- 06 90% to 99%
- 07 100%

Less than 100% → Go to Q8; 100% → Q9

8) In 2009, were any shipments your business transported for clients to the U.S. late because of Canada - U.S. border issues or processes?

- 01 Yes
- 03 No

Any of the above → Go to Q9

9) In 2009, which of the following issues **encountered before arriving at the border** when transporting your clients' goods to the U.S. would have the most impact on your business' efficiency?

Choose one option only

- 01 Wait-times due to e-manifest clearing periods prior to crossing the border
- 02 CBSA requirements (Canadian Border Service Agency) (including product standards, health and safety and border-related regulations)
- 03 U.S. CBP requirements (Customs and Border Protection) (including product standards, health and safety and border-related regulations)
- 04 The requirements of other Canadian government departments (including product standards and health and safety regulations)
- 05 The requirements of other U.S. government departments (including product standards and health and safety regulations)
- 06 Other, please specify: _____

Any of the above → Go to Q10

10) In 2009, which of the following issues **encountered at the border** when transporting your clients' goods **to** the U.S. would have the most impact on your business' efficiency?

Choose one option only

- o01 Wait-times at border crossings due to volume
- o02 Wait-times at border crossings related to your shipping documentation (including wait times due to electronic issues)
- o03 The number of hours and timing of when inspectors are on duty at the border, including food inspectors
- o04 The number of hours and timing of when customs officers are on duty
- o05 Other, please specify: _____

Any of the above → Go to Section 2 Intro

Section 2: Transporting your clients' goods **from** the U.S.

This section is about transporting your clients' goods **from the U.S.**

11) In 2009, did your business transport any goods **from** the U.S. for clients?

- o01 Yes → **Go to Q12**
- o03 No → **Go to Q18**

If Q4 is No, Empty, AND Q11 is No, Empty → **Go to End**

12) In 2009, what was your main method of transporting goods **from** the U.S for clients?

Choose one option only

- o01 Your own fleet (includes transport owned by parent company)
- o02 A trucking company
- o03 A rail company
- o04 A third party logistics provider (help definition)
- o05 Other, please specify: _____

Any of the above → Go to Q13

13)

13) In 2009, of the goods your business transported for clients, what percentage crossed the Canada – U.S. border coming **from** the U.S?

C01300

OR

C01301 (select only one)

_____ % If C01300>Empty → **Go to Q14;**
Else if C01300 = empty → **Go to C01301**

- o01 0%
- o02 1% to 9%
- o03 10% to 39%
- o04 40% to 59%
- o05 60% to 89%
- o06 90% to 99%
- o07 100%

Any of the above → Go to Q14

14) In 2009, what percentage of the shipments you transported for clients **from** the U.S. arrived on-time?

On-time shipments are all shipments where the transportation logistics for which your company was directly responsible did not cause delays that adversely affected the customer's business or production.

C01400

_____ % **Less than 100% → Go to Q15 If 100% → Go to Q16; Else if C01400 = empty → Go to C01401**

OR

C01401 (select only one)

- o01 0%
- o02 1% to 9%
- o03 10% to 39%
- o04 40% to 59%
- o05 60% to 89%
- o06 90% to 99%
- o07 100%

Less than 100% → Go to Q15; 100% → Q16

15) In 2009, were any shipments your business transported **from** the U.S. late because of Canada - U.S. border issues or processes?

- o01 Yes
- o03 No

Any of the above → Go to Q16

16) In 2009, which of the following issues **encountered before arriving at the border** when transporting your clients' goods **from** the U.S. would have the most impact on your business' efficiency?

Choose one option only

- o01 Border delays due to completion of shipping documentation and pre clearing of goods prior to transport
- o02 CBSA requirements (Canadian Border Service Agency) (including product standards, health and safety and border-related regulations)
- o03 U.S. CBP requirements (Customs and Border Protection) (including product standards, health and safety and border-related regulations)
- o04 The requirements of other Canadian government departments (including product standards and health and safety regulations)
- o05 The requirements of other U.S. government departments (including product standards and health and safety regulations)
- o06 Other, please specify: _____

Any of the above → Go to Q17

17) In 2009, which of the following issues **encountered at the border** when transporting your clients' goods **from** the U.S. would have the most impact on your business' efficiency?

Choose one option only.

- o01 Wait-times at border crossings due to volume
- o02 Wait-times at border crossings related to your shipping documentation (including wait times due to electronic issues)
- o03 The number of hours and timing of when inspectors are on duty at the border, including food inspectors
- o04 The number of hours and timing of when customs officers are on duty
- o05 Other, please specify: _____

Any of the above → Go to Q18

18) In 2009, did your business **transport** your client's goods across the Canada - U.S. border in (fill in province, else "your own province or territory")?

- o01 Yes
- o03 No

Any of the above → Go to Q19

19) In 2009, did your business **transport** your client's goods across the Canada - U.S. border to/from any other provinces or territories?

- o01 Yes → **Go to Q20**
- o03 No → **Q21 Intro**

20) In which other provinces or territories did your business transport your client's goods across the Canada - U.S. border in 2009?

check all that apply

Newfoundland and Labrador	o01	Yes
Prince Edward Island	o01	Yes
Nova Scotia	o01	Yes
New Brunswick	o01	Yes
Quebec	o01	Yes
Ontario	o01	Yes
Manitoba	o01	Yes
Saskatchewan	o01	Yes
Alberta	o01	Yes
British Columbia	o01	Yes
Yukon	o01	Yes
Northwest Territories	o01	Yes
Nunavut	o01	Yes

Any of the above → Go to Q21 Intro

Section 3: Border thickness

If Q4 = No then → Go to Q28 Intro else → Go to Q21 Intro

This section is about border thickness faced when transporting your clients' goods to the U.S. in 2009.

Border thickness is a term used to measure perception of how difficult it is to **move goods across the border**. Border thickness includes the following factors that could affect the time and expense related to transport of your clients' goods.

Please rate the following factors as not a challenge at all, somewhat of a challenge, or an extreme challenge.

21) Wait-times due to e-manifest clearing periods prior to crossing the border for your clients' goods going to the U.S.?

- o01 Not a challenge at all
- o02 Somewhat of a challenge
- o03 An extreme challenge

Any of the above → Go to Q22

22) CBSA (Canadian Border Service Agency) requirements related to your clients' goods going to the U.S.? (including product standards, health and safety and border-related regulations)

- o01 Not a challenge at all
- o02 Somewhat of a challenge
- o03 An extreme challenge

Any of the above → Go to Q23

23) U.S.CBP (Customs and Border Protection) requirements related to your clients' goods going to the U.S.? (including product standards, health and safety and border-related regulations)

- o01 Not a challenge at all
- o02 Somewhat of a challenge
- o03 An extreme challenge

Any of the above → Go to Q24

24) The requirements of other Canadian government departments related to your clients' goods going to the U.S.? (including product standards and health and safety regulations)

- o01 Not a challenge at all
- o02 Somewhat of a challenge
- o03 An extreme challenge

Any of the above → Go to Q25

25) The requirements of other U.S. government departments related to your clients' goods going to the U.S.? (including product standards and health and safety regulations)

- o01 Not a challenge at all
- o02 Somewhat of a challenge
- o03 An extreme challenge

Any of the above → Go to Q26

26) Wait-times at border crossings related to your shipping documentation including wait times due to government computer system issues for your clients' goods going to the U.S.?

- o01 Not a challenge at all
- o02 Somewhat of a challenge
- o03 An extreme challenge

Any of the above → Go to Q27

27) Wait-times at the border related to when personnel are on duty, including food inspectors; for your client's goods going to the U.S.

C02700

- o01 Not a challenge at all
- o02 Somewhat of a challenge
- o03 An extreme challenge

Any of the above → Go to Q28 Intro unless Q11 = No → then Go to Section 4 Intro

This section is about border thickness encountered when transporting your clients' goods from the U.S.

Border thickness is a term used to measure perception of how difficult it is to **move goods across the border**. Border thickness includes the following factors that could affect the time and expense related to transport of your clients' goods.

Please rate the following factors as not a challenge at all, somewhat of a challenge, or an extreme challenge.

→ Go to Q28

28) Delays caused by the need to complete shipping documentation and pre-clear goods prior to transporting your client's goods **from** the U.S. through the Canada - U.S. border?

- 01 Not a challenge at all
- 02 Somewhat of a challenge
- 03 An extreme challenge

Any of the above → Go to Q29

29) CBSA requirements related to your clients' goods coming **from** the U.S.? (including product standards, health and safety and border-related regulations)

- 01 Not a challenge at all
- 02 Somewhat of a challenge
- 03 An extreme challenge

Any of the above → Go to Q30

30) U.S. CBP requirements related to your clients' goods coming **from** the U.S.? (including product standards, health and safety and border-related regulations)

- 01 Not a challenge at all
- 02 Somewhat of a challenge
- 03 An extreme challenge

Any of the above → Go to Q31

31) The requirements of other Canadian government departments related to your clients' goods coming **from** the U.S.? (including product standards and health and safety regulations)

- 01 Not a challenge at all
- 02 Somewhat of a challenge
- 03 An extreme challenge

Any of the above → Go to Q32

32) The requirements of other U.S. government departments related to your clients' goods coming **from** the U.S.? (including product standards and health and safety regulations)

- 01 Not a challenge at all
- 02 Somewhat of a challenge
- 03 An extreme challenge

Any of the above → Go to Q33

33) Wait-times at border crossings related to your shipping documentation including wait times due to government computer system issues for your clients' goods coming **from** the U.S.?

- 01 Not a challenge at all
- 02 Somewhat of a challenge
- 03 An extreme challenge

Any of the above → Go to Q34

34) Wait-times at the border related to when personnel are on duty at the border, including food inspectors for your clients' goods coming **from** the U.S.

- 01 Not a challenge at all
- 02 Somewhat of a challenge
- 03 An extreme challenge

Any of the above → Go to Q35 unless Q4 = No → then Go to Section 4 Intro

35) In 2009, please indicate how border thickness when transporting your clients' goods **to** the U.S., compared to border thickness, when transporting your clients' goods **from** the U.S.

Choose one option

- 01 Border thickness was greater for transporting your clients' goods to the U.S.
- 02 Border thickness was the same for transporting your clients' goods to or from the U.S.
- 03 Border thickness was greater for transporting your clients' goods from the U.S.

Any of the above → Go to Section 4 Intro

Section 4: Past Strategic Decisions

The next questions ask about strategic decisions your business may have taken in the last three years due to border thickness.

36) In the last three years, did your business invest in new or existing facilities including buildings in Canada due to border thickness ?

- 01 Yes
- 03 No

Any of the above → Go to Q37

37) In the last three years, did your business invest in new or existing facilities including buildings in the U.S. due to border thickness ?

- 01 Yes
- 03 No

Any of the above → Go to Q38

38) In the last three years, did your business allow more time for clients' goods to reach their destination or change the time of day or week when shipments are made due to border thickness ?

- 01 Yes
- 03 No

Any of the above → Go to Q39

39) In the last three years, did your business consolidate shipments due to border thickness ?

- o01 Yes
- o03 No

Any of the above → Go to Q40

Section 5: Certification and Border Programs

C-TPAT

40) In 2009, was your business C-TPAT certified?

- o01 Yes **→ Go to Q41**
- o03 No **→ Go to Q42**

41) Taking into account the C-TPAT certification of your business, since 2009 have the costs incurred with using the Canada-U.S. border...?

- o01 Decreased
- o02 Stayed the same
- o03 Increased

Any of the above → Go to Q43

42) Does your business plan to start using C-TPAT within the next 12 months?

- o01 Yes
- o03 No

Any of the above → Go to Q43

PIP

43) In 2009, was your business PIP certified?

- o01 Yes **→ Go to Q44**
- o03 No **→ Go to Q45**

44) Taking into account the PIP certification of your business, since 2009 have the costs incurred with using the Canada-U.S. border...?

- o01 Decreased
- o02 Stayed the same
- o03 Increased

Any of the above → Go to Q46

45) Does your business plan to start using PIP within the next 12 months?

- 01 Yes
- 03 No

Any of the above → Go to Q46

FAST :

46) In 2009, did your business use the FAST program?

- 01 Yes → **Go to Q47**
- 03 No → **Go to Q49**

47) Taking into account the FAST program, since 2009 have the costs incurred with using the Canada-U.S. border...?

- 01 Decreased
- 02 Stayed the same
- 03 Increased

Any of the above → Go to Q48

48) Taking into account the FAST program, since 2009 have border delays due to the processing of your shipping documentation at the Canada-U.S. border...?

- 01 Decreased
- 02 Stayed the same
- 03 Increased

Any of the above → Go to Q50

49) Does your business plan to start FAST within the next 12 months?

- 01 Yes
- 03 No

Any of the above → Go to Q50

ACE

50) In 2009, did your business use the ACE program?

- 01 Yes → **Go to Q51**
- 03 No → **Go to Q53**

51) Taking into account the ACE program, since 2009 have the costs incurred with using the Canada-U.S. border...?

- 01 Decreased
- 02 Stayed the same
- 03 Increased

Any of the above → Go to Q52

52) Taking into account the ACE program, since 2009 have border delays due to the processing of your shipping documentation ...?

- o01 Decreased
- o02 Stayed the same
- o03 Increased

Any of the above → Go to Q54

53) Does your business plan to start ACE within the next 12 months?

- o01 Yes
- o03 No

Any of the above → Go to Q54

ACI

54) Are you aware of the ACI program?

- o01 Yes → Go to Q55
- o03 No → Go to END

55) Does your business plan to use ACI ?

- o01 Yes
- o03 No

Any of the above → Go to END

Section 6: Arranging the transport of your clients' goods to the U.S.

This section is about arranging the transport of clients' goods to the U.S.

56) In 2009, did your business arrange the transport of any goods for clients to the U.S.?

- o01 Yes → Go to Q57
- o03 No → Go to Section 7 Intro

57) In 2009, what was your **main** method of arranging the transport of your clients' goods to the U.S.?

Choose one option only

- o01 Your own fleet (includes transport owned by parent company)
- o02 A trucking company
- o03 A rail company
- o04 A third party logistics provider (help definition)
- o05 Other, please specify: _____

Any of the above → Go to Q58

58) In 2009, of the goods your business arranged to transport for clients, what percentage crossed the Canada – U.S. border going to the U.S.?

C05800

OR

C05801 (select only one)

_____ % If C05800>Empty → Go to Q59;
Else if empty → Go to C05801

- 01 0%
- 02 1% to 9%
- 03 10% to 39%
- 04 40% to 59%
- 05 60% to 89%
- 06 90% to 99%
- 07 100%

Any of the above → Go to Q59

FOR INFORMATION ONLY

59) In 2009, what percentage of the shipments you arranged to transport for clients to the U.S. arrived on-time?

On-time shipments are all shipments where the logistics for which your company was directly responsible did not cause delays that adversely affected the customer's business or production.

C05900

_____ % Less than 100% → Go to Q60; If 100% → Q61; Else if C05900 = empty → Go to C05901

OR

(select only one)

- o01 0%
- o02 1% to 9%
- o03 10% to 39%
- o04 40% to 59%
- o05 60% to 89%
- o06 90% to 99%
- o07 100%

Less than 100% → Go to Q60; If 100% → Q61

60) In 2009, when arranging the transport of your clients' goods to the U.S. did any shipments arrive late because of Canada - U.S. border issues or processes?

- o01 Yes
- o03 No

Any of the above → Go to Q61

61) In 2009, which of the following issues **encountered before arriving at the border** when arranging the transport of your clients' goods to the U.S. would have the most impact on your business' efficiency?

Choose one option only

- o01 Wait-times due to e-manifest (help definition) clearing periods prior to crossing the border
- o02 CBSA requirements (Canadian Border Service Agency) (including product standards, health and safety and border-related regulations)
- o03 U.S. CBP requirements (United States Customs and Border Protection) requirements (including product standards, health and safety and border-related regulations)
- o04 The requirements of other Canadian government departments (including product standards and health and safety regulations)
- o05 The requirements of other U.S. government departments (including product standards and health and safety regulations)
- o06 Other, please specify: _____

Any of the above → Go to Q62

62) In 2009, which of the following issues **encountered at the border** when arranging the transport of your clients' goods to the U.S. would have the most impact on your business' efficiency?

Choose one option only

- o01 Wait-times at border crossings due to volume
- o02 Wait-times at border crossings related to your shipping documentation (help definition) (including wait times due to electronic issues)
- o03 The number of hours and timing of when inspectors are on duty at the border, including food inspectors
- o04 The number of hours and timing of when customs officers are on duty
- o05 Other, please specify: _____

Any of the above → Go to Section 7 Intro

Section 7: Arranging the transport of your clients' goods from the U.S.

This section is about arranging the transport of your clients' goods from the U.S.

63) In 2009, did your business arrange to transport any goods from the U.S. for clients?

- o01 Yes → **Go to Q64**
- o03 No → **Go to Q70**

If Q56 is No, Empty AND Q63 is No, Empty → **Go to End**

64) In 2009, what was your main method of arranging the transport of goods from the U.S for clients?
Choose one option only.

- o01 Your own fleet (includes transport owned by parent company)
- o02 A trucking company
- o03 A rail company
- o04 A third party logistics provider (help definition)
- o05 Other, please specify: _____

Any of the above → Go to Q65

65) In 2009, of the total goods your business arranged to transport for clients, what percentage crossed the Canada – U.S. border coming from the U.S.?

C06500

OR

C06501 (select only one)

_____ % If C06500 > Empty → **Go to Q66**;
Else if C06500 = empty → **Go to C06501**

- o01 0%
- o02 1% to 9%
- o03 10% to 39%
- o04 40% to 59%
- o05 60% to 89%
- o06 90% to 99%
- o07 100%

Any of the above → Go to Q66

66) In 2009, what percentage of the shipments you arranged to transport from the U.S. for clients arrived on-time?

On-time shipments are all shipments where the logistics for which your company was directly responsible did not cause delays that adversely affected the customer's business or production.

C06600

_____ % Less than 100% → **Go to Q67**; If 100% → **Go to Q68**; Else if C06600 = empty → **Go to C06601**

OR

(select only one)

- o01 0%
- o02 1% to 9%
- o03 10% to 39%
- o04 40% to 59%
- o05 60% to 89%
- o06 90% to 99%
- o07 100%

Less than 100% → Go to Q67; 100% → Q68

67) In 2009, were any shipments your business arranged to transport for clients **from** the U.S. late because of Canada - U.S. issues or processes?

- o01 Yes
- o03 No

Any of the above → Go to Q68

68) In 2009, which of the following issues **encountered before arriving at the border** when arranging the transport of your clients' goods **from** the U.S. would have the most impact on your business' efficiency?

Choose one option only

- o01 Border delays due to completion of shipping documentation and pre clearing of goods prior to transport
- o02 CBSA requirements (including product standards, health and safety and border-related regulations)
- o03 U.S. CBP requirements (including product standards, health and safety and border-related regulations)
- o04 The requirements of other Canadian government departments (including product standards and health and safety regulations)
- o05 The requirements of other U.S. government departments (including product standards and health and safety regulations)
- o06 Other, please specify: _____

Any of the above → Go to Q69

69) In 2009, which of the following issues **encountered at the border** when arranging the transport of your clients' goods **from** the U.S. would have the most impact on your business' efficiency?

Choose one option only

- o01 Wait-times at border crossings due to volume
- o02 Wait-times at border crossings related to your shipping documentation (including wait times due to electronic issues)
- o03 The number of hours and timing of when inspectors are on duty at the border, including food inspectors
- o04 The number of hours and timing of when customs officers are on duty
- o05 Other, please specify: _____

Any of the above → Go to Q70

70) In 2009, did your business arrange **transport** for your client's goods across the Canada - U.S. border in (fill in province, else "your own province or territory")?

- o01 Yes
- o03 No

Any of the above → Go to Q71

71) In 2009, did your business arrange **transport** for your client's goods across the Canada - U.S. border to/from any other provinces or territories?

- o01 Yes → **Go to Q72**
- o03 No → **Go to Q73 Intro**

72) In which other provinces or territories did your business arrange transport for your client's goods across the Canada - U.S. border in 2009?

check all that apply

Newfoundland and Labrador	o01	Yes
Prince Edward Island	o01	Yes
Nova Scotia	o01	Yes
New Brunswick	o01	Yes
Quebec	o01	Yes
Ontario	o01	Yes
Manitoba	o01	Yes
Saskatchewan	o01	Yes
Alberta	o01	Yes
British Columbia	o01	Yes
Yukon	o01	Yes
Northwest Territories	o01	Yes
Nunavut	o01	Yes

Any of the above → Go to Section 8 Intro

Section 8 Border thickness

If Q56 = No and Q63 = yes then go to Q80 Intro else go to Q73 Intro

This section is about border thickness faced when arranging the transport of your clients' goods to the U.S. in 2009

Border thickness is a term used to measure perception of how difficult it is to **move goods across the border**. Border thickness includes the following items that could affect the time and expense related to arranging the transport of your clients' goods.

Please rate the following factors as not a challenge at all, somewhat of a challenge or an extreme challenge.

73) Wait-times due to e-manifest clearing periods prior to crossing the border for your clients' goods going to the U.S.?

- o01 Not a challenge at all
- o02 Somewhat of a challenge
- o03 An extreme challenge

Any of the above → Go to Q74

74) CBSA (Canadian Border Service Agency) requirements related to your clients' goods going to the U.S.? (including product standards, health and safety and border-related regulations)

- o01 Not a challenge at all
- o02 Somewhat of a challenge
- o03 An extreme challenge

Any of the above → Go to Q75

75) U.S. CBP (United States Customs and Border Protection) requirements related to your clients' goods going to the U.S.? (including product standards, health and safety and border-related regulations)

- o01 Not a challenge at all
- o02 Somewhat of a challenge
- o03 An extreme challenge

Any of the above → Go to Q76

76) The requirements of other Canadian government departments related to your clients' goods going to the U.S.? (including product standards and health and safety regulations)

- o01 Not a challenge at all
- o02 Somewhat of a challenge
- o03 An extreme challenge

Any of the above → Go to Q77

77) The requirements of other U.S. government departments related to your clients' goods going to the U.S.? (including product standards and health and safety regulations)

- o01 Not a challenge at all
- o02 Somewhat of a challenge
- o03 An extreme challenge

Any of the above → Go to Q78

78) Wait-times at border crossings related to your shipping documentation including wait times due to government computer system issues for your clients' goods going to the U.S.?

- o01 Not a challenge at all
- o02 Somewhat of a challenge
- o03 An extreme challenge

Any of the above → Go to Q79

79) Wait-times at the border related to when personnel are on duty at the border, including food inspectors for your clients' goods going to the U.S.

- o01 Not a challenge at all
- o02 Somewhat of a challenge
- o03 An extreme challenge

Any of the above → Go to Q80 Intro unless Q63 = No → then Go to Section 9 Intro

Q80 Intro

This section is about border thickness encountered when arranging the transport of your clients' goods from the U.S.

Border thickness is a term used to measure perception of how difficult it is to **move goods across the border**. Border thickness includes the following items that could affect the time and expense related to arranging the transport of your clients' goods.

Please rate the following factors as not a challenge at all, somewhat of a challenge or an extreme challenge.

80) Delays caused by the need to complete shipping documentation and pre-clear goods prior to arranging the transport of your client's goods from the U.S. through the Canada - U.S. border?

- o01 Not a challenge at all
- o02 Somewhat of a challenge
- o03 An extreme challenge

Any of the above → Go to Q81

81) CBSA requirements related to your clients' goods coming from the U.S.? (including product standards, health and safety and border-related regulations)

- o01 Not a challenge at all
- o02 Somewhat of a challenge
- o03 An extreme challenge

Any of the above → Go to Q82

82) U.S. CBP requirements related to your clients' goods coming from the U.S.? (including product standards, health and safety and border-related regulations)

- o01 Not a challenge at all
- o02 Somewhat of a challenge
- o03 An extreme challenge

Any of the above → Go to Q83

83) The requirements of other Canadian government departments related to your clients' goods coming from the U.S.? (including product standards and health and safety regulations)

- o01 Not a challenge at all
- o02 Somewhat of a challenge
- o03 An extreme challenge

Any of the above → Go to Q84

84) The requirements of other U.S. government departments related to your clients' goods coming from the U.S.? (including product standards and health and safety regulations)

- o01 Not a challenge at all
- o02 Somewhat of a challenge
- o03 An extreme challenge

Any of the above → Go to Q85

85) Wait-times at border crossings related to your shipping documentation including wait times due to government computer system issues for your clients' goods coming from the U.S.?

- o01 Not a challenge at all
- o02 Somewhat of a challenge
- o03 An extreme challenge

Any of the above → Go to Q86

86) Wait-times at the border related to when personnel are on duty at the border, including food inspectors for your clients' goods coming **from** the U.S.

- o01 Not a challenge at all
- o02 Somewhat of a challenge
- o03 An extreme challenge

Any of the above → Go to Q87 unless Q56 = No then → Go to Section 9 Intro

87) In 2009, please indicate how border thickness (help definition) when arranging the transport of your clients' goods **to** the U.S., compared to border thickness (help definition), when arranging the transport of your clients' goods **from** the U.S...

Choose one option only

- o01 Border thickness was greater for arranging the transport of your clients' goods to the U.S.
- o02 Border thickness was the same for arranging the transport of your clients' goods to or from the U.S.
- o03 Border thickness was greater for arranging the transport of your clients' goods from the U.S.

Any of the above → Go to Section 9 Intro

Section 9: Past Strategic Decisions

The next questions ask about strategic decisions your business may have taken in the last three years due to border thickness (help definition).

88) In the last three years, did your business invest in new or existing facilities including buildings in Canada due to border thickness ?

- o01 Yes
- o03 No

Any of the above → Go to Q89

89) In the last three years, did your business invest in new or existing facilities including buildings in the U.S. due to border thickness?

- o01 Yes
- o03 No

Any of the above → Go to Q90

90) In the last three years, did your business allow more time for clients' goods to reach their destination or change the time of day or week when shipments are made due to border thickness ?

- o01 Yes
- o03 No

Any of the above → Go to Q91

91) In the last three years, did your business consolidate shipments due to border thickness ?

- o01 Yes
- o03 No

Any of the above → Go to Q92

Section 10: Certification and Border Programs

C-TPAT

92) In 2009, was your business C-TPAT certified?

- o01 Yes **→ Go to Q93**
- o03 No **→ Go to Q94**

93) Taking into account the C-TPAT certification of your business, since 2009 have the costs incurred with using the Canada-U.S. border...?

- o01 Decreased
- o02 Stayed the same
- o03 Increased

Any of the above → Go to Q95

94) Does your business plan to start using C-TPAT within the next 12 months?

- o01 Yes
- o03 No

Any of the above → Go to Q95

PIP

95) In 2009, was your business PIP certified?

- o01 Yes **→ Go to Q96**
- o03 No **→ Go to Q97**

96) Taking into account the PIP certification of your business, since 2009 have the costs incurred with using the Canada-U.S. border...?

- o01 Decreased
- o02 Stayed the same
- o03 Increased

Any of the above → Go to Q98

97) Does your business plan to start using PIP within the next 12 months?

- o01 Yes
- o03 No

Any of the above → Go to Q98

FAST :

98) In 2009, did your business use the FAST program?

- o01 Yes **→ Go to Q99**
- o03 No **→ Go to Q101**

99) Taking into account the FAST program, since 2009 have the costs incurred with using the Canada-U.S. border...?

- o01 Decreased
- o02 Stayed the same
- o03 Increased

Any of the above → Go to Q100

100) Taking into account the FAST program, since 2009 have border delays due to the processing of your shipping documentation at the Canada-U.S. border...?

- o01 Decreased
- o02 Stayed the same
- o03 Increased

Any of the above → Go to Q102

101) Does your business plan to start FAST within the next 12 months?

- o01 Yes
- o03 No

Any of the above → Go to Q102

ACE

102) In 2009, did your business use the ACE program?

- o01 Yes → **Go to Q103**
- o03 No → **Go to Q105**

103) Taking into account the ACE program, since 2009 have the costs incurred with using the Canada-U.S. border...?

- o01 Decreased
- o02 Stayed the same
- o03 Increased

Any of the above → Go to Q104

104) Taking into account the ACE program, since 2009 have border delays due to the processing of your shipping documentation...?

- o01 Decreased
- o02 Stayed the same
- o03 Increased

Any of the above → Go to Q106

105) Does your business plan to start ACE within the next 12 months?

- o01 Yes
- o03 No

Any of the above → Go to Q106

ACI

106) Are you aware of the ACI program?

C10600

- 01 Yes → **Go to Q107**
- 03 No → **Go to End**

107) Does your business plan to use ACI ?

- 01 Yes
- 03 No

Any of the above → **Go to 'END'**

END'

The interview is now finished.

Do you have any comments about this survey?

On behalf of Statistics Canada, I thank you for taking part in this survey.

FOR INFORMATION ONLY