

2013/14 IMTC Passenger Vehicle Survey

Survey questions

Fields filled in prior to starting a survey

Date/Time (automatically recorded with creation of each new record)

Direction (of traffic being surveyed)

Southbound

Northbound

Port

Peace Arch-Douglas

Lynden-Aldergrove

Point Roberts-Boundary Bay

Pacific Highway

Sumas – Abbotsford-Huntingdon

Introduction

“Hi. We’re working with a university project to gather data to help improve regional cross-border transportation. I have a questionnaire that is anonymous and takes about 90 seconds. May I ask you the questions?”

Asked-questions, upon acceptance of the survey

Inspection booth

Did you come through a regular booth or a NEXUS booth?

General Purpose

NEXUS

Ready Lane

Passenger count

How many people in the car today?

1

3

5

2

4

6+

Residence

What city or town do you live in?

South of the border options

Acme/Van Zandt	Burlington	I-90 (Shoqualmie Pass)	Marysville	Renton	Sumas
Anacortes	California	Idaho	Mt. Baker, Maple Falls	San Juan Islands	Tacoma
Arlington	Camano Island	Kendall, Glacier	Mt. Vernon	Seattle	USA (Rest)
Auburn/Federal Way	Custer	Kent	Mukilteo	Sedro Woolley	Washington (East)
Bainbridge Island/Kitsap County	Deming	King County (rural)	Nooksack	Semiahmoo	Washington (West)
Bellevue	Everett-Tulalip Casino	Kirkland	Olympia	Skagit County (rural)	Whatcom County (rural)
Bellingham	Everson	Lummi Island	Olympic Peninsula	Snohomish County (rural)	Whidbey Island, Oak Harbor
Birch Bay	Ferndale	Lummi Nation	Oregon	Stanw ood	Other
Blaine	Hw y 2 (Stevens Pass)	Lynden	Pt. Roberts	Sudden Valley	Other country
Bothell	Hw y 20 (N. Cascades)	Lynnw ood	Redmond		

North of the border options

Abbotsford	Canada (West)	Hope	Maple Ridge	Port Moody	Victoria
Alaska	Chilliwack	Islands (via Horseshoe)	Mission	Pt. Roberts	West Vancouver
Alberta	Clearbrook	Islands (via Tsawassen)	New Westminster	Richmond	Whistler
Aldergrove	Cloverdale	Ladner	North Vancouver	Surrey	White Rock
BC (other)	Coquitlam	Langley (City)	Pitt Meadows	Tsawassen	Other country
Burnaby	Delta	Langley (Township)	Port Coquitlam	Vancouver	Other
Canada (East)					

Residence traffic analysis zone (TAZ)

And to get a little more specific, could you point to the green outlined zone on this map?

Respondent points to map on surveyor's instrument board

Destination

What city or town are you going to now on this cross-border trip?

South of border and North of border options

Destination TAZ

And to get a little more specific, could you point to the green outlined zone on this map?

Respondent points to map on surveyor's instrument board

Origin

What city or town did you start this trip from?

South of border and North of border options

Origin TAZ

And to get a little more specific, could you point to the green outlined zone on this map?

Respondent points to map on surveyor's instrument board

Duration of stay across the border

How long are you planning to be / have you been across the border?

Number: 1-15, 20, 25, 30, 45

Unit: *Minutes, Hours, Days, Weeks, Months, Years, One way*

Trip purpose

What is/was the primary purpose of your cross-border trip?

<i>Recreation</i>	<i>Work commute</i>	<i>Church</i>
<i>Vacation (more than 2 days)</i>	<i>Family visit</i>	<i>School</i>
<i>Shopping</i>	<i>Mail</i>	<i>Other</i>
<i>Purchase Gas</i>	<i>Doctor/dentist</i>	
<i>Business</i>	<i>Airport</i>	

Frequency of cross-border travel

How often do you travel across the border?

Number: 1-15, First time ever, 5+ years between trips, 2-5 years between trips, Other frequency

Unit: Day, Week, Month, Year

Cross-border history (Tenure)

For how many years have you been a regular cross-border traveler in this region?

Number: 1-5, 6-10, 10-20, 20+

Travel frequency trend

<skipped if answer to [Tenure] = 1-5 years>

How does your current **amount** of cross-border travel compare to your past amount of travel?

More

About the same

Less

Not sure

Why more?

<Only asked if answer to [Travel Frequency Trend] = More> (multiple selections possible)

Why do you think you cross the border **more often** these days?

Got NEXUS

Border inspection experience

Less congestion/Wait times

Gas prices

Exchange rate

Duty exemption increase

Shopping related

Retired

Changed life circumstances

Other

Why less?

<Only asked if answer to [Travel Frequency Trend] = Less> (multiple selections possible)

Why do you think you cross the border **less often** these days?

Lost NEXUS

Border inspection process

Congestion/Wait times

Gas prices

Exchange rate

Retired

Shopping related

Other

Changed life circumstances

Experience trend

<skipped if answer to [Tenure] = 1-5 years>

Compared to your past cross-border experience, what is it like to cross the border these days?

Better

Worse

About the same

Don't know/no opinion

Crossing location choice

<skipped to [BWT at Pt. Roberts-Boundary Bay] if surveying at Pt Roberts-Boundary Bay>

Why did you choose **this** border crossing rather than another border crossing in the area?

- ATIS (border wait time signs) Web page advice
- Avoid congestion Ready Lane
- Don't know Radio advice
- Duty Free Store Road came here
- Following directions Preferred route
- Most direct route Other
- NEXUS lane

Border Wait Time (BWT) sign use

<skipped if answer to [Crossing location choice] = ATIS (border wait time signs), or if [Inspection booth] = NEXUS>

Do you use the Border Wait Time Signs to choose which crossing to use?

- Yes Sometimes
- No When they show different times

BWT accuracy

<skipped if [Inspection booth] = NEXUS>

Do you feel that the border-wait time signs give accurate information?

- Yes Sometimes, seems inconsistent, etc.
- No Not sure what the wait-time signs are
- Not sure

Other BWT sources

<skipped if [Inspection booth] = NEXUS> (multiple selections possible)

Have you ever looked up Border Wait Time information from other sources? (Which ones?)

- No Website (unspecified)
- Mobile phone app (unspecified) Website BC
- Mobile app BC Website WA
- Mobile app WA Website CBP
- Website CBSA

BWT at Pt. Roberts-Boundary Bay

<Only asked if [Port] = Pt. Roberts-Boundary Bay>

If this border crossing had a regularly updated wait-time system, would that information affect your travel plans on a regular basis?

- Yes No Not sure

Why no NEXUS?

<skipped if [Inspection booth] = NEXUS>

Why don't you have a NEXUS card?

- | | | |
|---------------------------------|----------------------------|--------------------------------|
| <i>Application in process</i> | <i>Meaning to</i> | <i>Card being renewed</i> |
| <i>Application a hassle</i> | <i>Not eligible</i> | <i>Waiting for appointment</i> |
| <i>Cost of card</i> | <i>Non-NEXUS passenger</i> | <i>Other</i> |
| <i>Don't cross often enough</i> | <i>Other program flaw</i> | |
| <i>Don't want to</i> | <i>Unfamiliar</i> | |

Enhanced Driver's License (EDL)

<skipped if [Inspection booth] = NEXUS Or Ready Lane, or if answer to [Why no NEXUS?] = non-NEXUS passenger Or Card being renewed Or Waiting for appointment>

Are you familiar with the enhanced driver's license?

- | | |
|-------------------------|-------------------|
| <i>Yes</i> | <i>No</i> |
| <i>Have heard of it</i> | <i>I have one</i> |

Why no EDL?

<skipped if [Inspection booth] = NEXUS Or Ready Lane, or if answer to [Why no NEXUS?] = non-NEXUS passenger Or Card being renewed Or Waiting for appointment, or if answer to [EDL] = No Or I have one>

Is there a reason you haven't gotten an Enhanced Driver's License?

- | | | |
|----------------------|-------------------------------|------------------------------------|
| <i>No reason</i> | <i>Privacy concern</i> | <i>Waiting for license renewal</i> |
| <i>Have passport</i> | <i>I plan to get one</i> | <i>Other</i> |
| <i>Price</i> | <i>Not a citizen</i> | |
| <i>Hassel</i> | <i>Would rather get NEXUS</i> | |

Household NEXUS

<Only ask if [Inspection booth] = NEXUS>

Is your entire household enrolled in NEXUS?

- | | |
|------------|-----------|
| <i>Yes</i> | <i>No</i> |
|------------|-----------|

Dedicated NEXUS port

<Only ask if [Inspection booth] = NEXUS>

Would you be interested in a dedicated port of entry (border station) for NEXUS members only?

- | | | |
|------------|-----------|--------------|
| <i>Yes</i> | <i>No</i> | <i>Maybe</i> |
|------------|-----------|--------------|

Advanced arrival info

<Only asked if [Inspection booth] =/= NEXUS>

If it would speed things up at the border, would you be willing to notify inspection agencies (CBSA/CPB) of when you think you'd be arriving at the border - for instance, with a text message a few hours ahead of time.

- | | | |
|------------|-----------|-----------------|
| <i>Yes</i> | <i>No</i> | <i>Not sure</i> |
|------------|-----------|-----------------|

Thank you.