

Entering/Returning to Canada by Coach from the USA?

Helpful Tips for Minimizing Border Crossing Delays

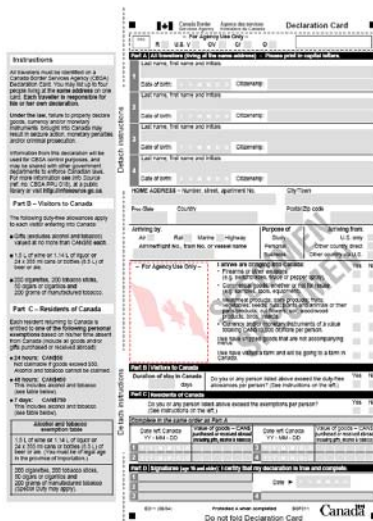
Entering or returning to Canada at any of the 18 border crossings can be a lengthy and frustrating process for a coach driver and his or her passengers. There are several things a carrier and driver can do to reduce border processing times:

- Consider voluntary use of form E-311 (Declaration Card) when crossing back into Canada especially on shopping trips. These forms can be ordered by calling 1-800-959-2221 or contact MCC
- In areas where drivers have the option of crossing at more than one location, check the Canada Border Services Agency website <http://www.cbsa-asfc.gc.ca/general/times/menu-e.html> which gives commercial traffic wait times at each of the 18 crossings used by buses. Other websites for border crossing times are as follows. Many of these sites have live traffic cameras for viewing the traffic conditions:
 - o [U.S. Customs and Border Protection Wait Times](http://www.uscustoms.gov)
 - o <http://www.mto.gov.on.ca/english/traveller/> (Ontario Ministry of Transportation)
 - o <http://www.quebec511.gouv.qc.ca/en/> (Transports Québec)
 - o <http://www.peacebridge.com/webcam.php> (Peace Bridge)
 - o <http://www.ambassadorbridge.com/bridge-report.php> (Ambassador Bridge)
 - o <http://www.dwtunnel.com/> Detroit-Windsor Tunnel)
 - o <http://www.borderlineups.com> (British Columbia)
 - o <http://www.wsdot.wa.gov/traffic/border/> (Washington State)

For the three Niagara River crossings in Ontario, call the Bridge Commission Traffic Information Line 1.800.715.6722 (both Can and USA) to check on bridge wait times. Also check out live traffic cameras: <http://nittec.org/> or www.niagarafallsbridges.com

- Ensure all passengers have proper documentation*
- Drivers should never counsel passengers on how to exceed personal exemption limits – or collaborate with passengers to smuggle
- Make CBSA’s pamphlet “I Declare” available to passengers. These can be ordered free of charge by calling 1-800-959-2221. This pamphlet explains personal exemptions and restrictions on what passengers can bring into Canada

**Form E311
Declaration Card**



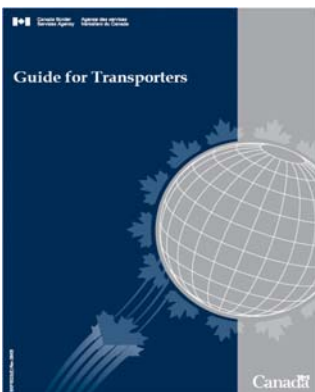
Form E311 Declaration Card. Includes sections for: Instructions, Part A - Residents of the USA, Part B - Residents of Canada, and Part C - Residents of the USA. It contains various fields for personal information, travel details, and declarations regarding goods and passengers.



"I Declare" Pamphlet

- For large, multi-coach moves, consider advising CBSA officials at the port of entry a few weeks in advance so that CBSA can adjust their staffing levels accordingly
- Voluntary use of a passenger manifest, faxed to the border crossing in advance of arrival, might help expedite immigration clearance. For a manifest template, contact MCC. *Note: As passenger manifests are not presently a CBSA requirement for land border crossings, the acceptance of manifests is at the discretion of CBSA and will vary from crossing to crossing. Carriers interested in using manifests must make prior arrangements with CBSA staff at the specific border crossing location*
- Drivers can apply for a Nexus card, which are now accepted as proper ID in all lanes of entry. Any person with a Nexus card is not exempt from examination but is considered low risk
- Co-operate fully and treat CBSA officers with respect. They have an important role to protect our country from inadmissible persons, to intercept contraband and collect applicable taxes
- All persons crossing the border are required to have their readable documents scanned/swiped as part of the Primary Inspection process. As these readers are not yet portable, bus passengers are often required to disembark and go inside to comply with this process
- Officers are trained to only examine vehicles when all occupants are out of the vehicle. This applies to cars, trucks and buses. For the officers' safety they cannot turn their back to anyone during examination. Drivers should therefore leave the vehicle upon request and co-operate fully if asked to open locked doors or concealed areas such as storage lockers and luggage compartments

***Carrier Obligations Under Canada's Immigration Law**



Carriers have legal obligations under the ***Immigration and Refugee Protection Act, Canada***. Only properly documented passengers can be transported to Canada and presented for examination at the port of entry. Before transporting passengers to Canada, carriers are expected to verify that passengers hold the required travel documents. For further information, see CBSA's publication, "*Guide for Transporters*" available on CBSA's website: <http://cbsa-asfc.gc.ca/publications/pub/bsf5023-eng.pdf> or call 1-800-959-2221 and ask for publication BSF50213(e) Rev.09

Fair and Respectful Treatment of Drivers and Passengers

CBSA does not condone unprofessional conduct or poor customer services on the part of officers. If any driver or passenger feels they are not being treated fairly or respectfully, they can request to speak to the Superintendent on duty without fear of reprisal. If still not satisfactorily resolved, the matter can be escalated in writing to a formal complaint process involving the Chief at the site.