

Ottawa Multi-Modal Passenger Journey Meeting

INSIGHTS



April 2023

01

APP Overload

Too many apps, not coordinated, passenger frustration

Suggestion to consolidate and share apps among stakeholders

Airlines + Customs + Accommodation + Tourism = One Passenger Journey

02

Biometrics

Public education to build public acceptance

Exploration of expanding air benefits to other transportation modes

Open Source and Interoperability

Routinized data sharing among passenger entities

03

Visa Processing

Concerns about excessively long visa processing

COVID proved we can manage complexity between orgs and states

Leverage technology and information sharing

U.S. Canada mutual recognition of visas and processing

04

Trusted Travelers

Dedicated screening lanes at land borders need more attention

Border flow impeded by staffing challenges

Has NEXUS been eclipsed by other programs?

Binational differences over enrollment and renewals

05

Seamless Journey

Prioritize customer control and self service

Concern about too many touch-points

Upstream customer processing avoids bottlenecks

Passenger inclusion; disabilities & digital divide

PREPARING FOR THE JOURNEY

A business traveller from Vietnam is invited to speak at a conference in Toronto. She also wants to visit a client in New York. Planning time: up to two years.

1 RESEARCH

- Air and Surface Travel
- Multiple Entries
- Baggage and Samples
- Health and Citizenship Documents



2 VISAS

- US Processing Time - 31 days for Interview plus more time for approval
- Canada Processing Time - 700 days



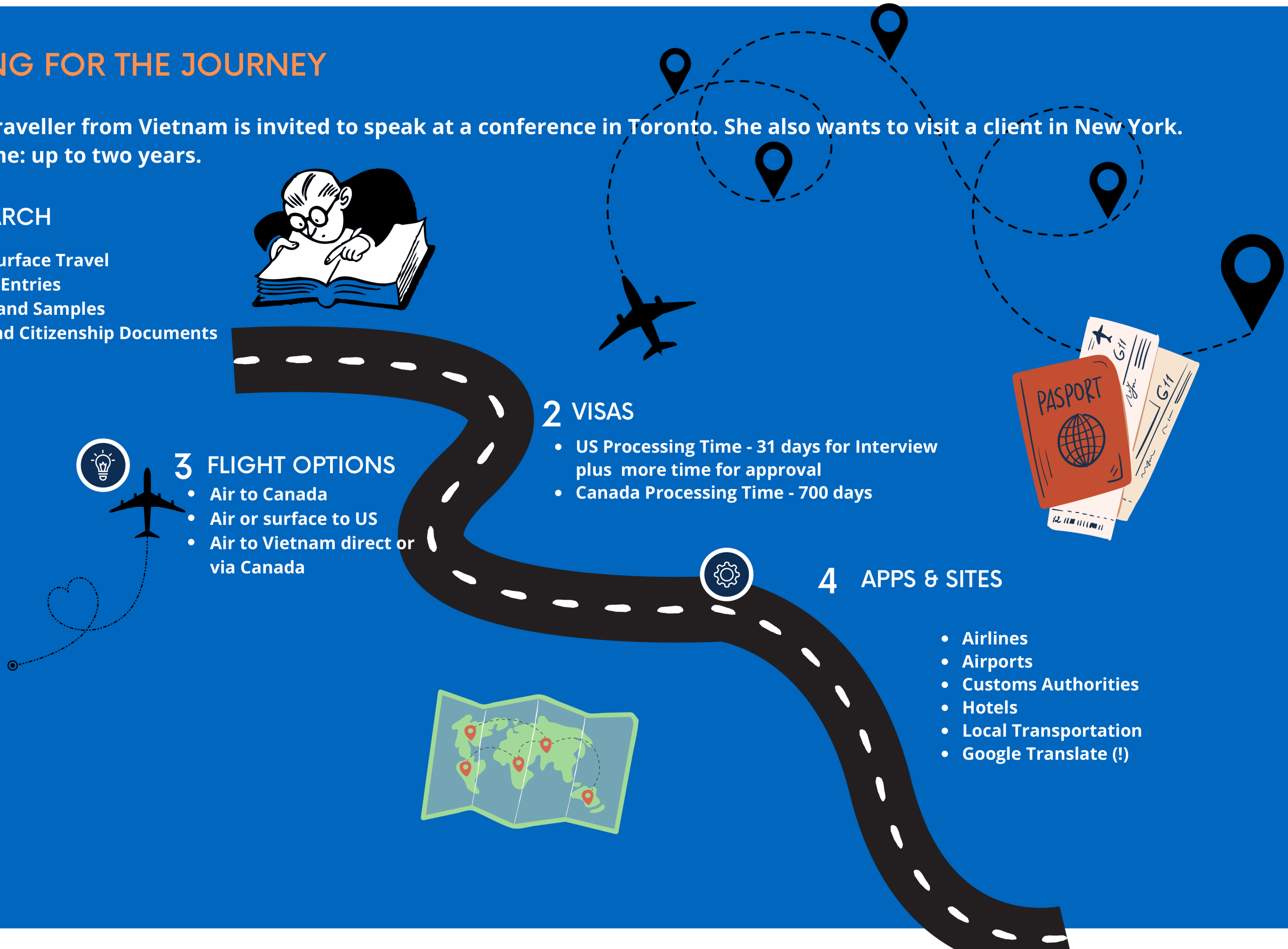
3 FLIGHT OPTIONS

- Air to Canada
- Air or surface to US
- Air to Vietnam direct or via Canada



4 APPS & SITES

- Airlines
- Airports
- Customs Authorities
- Hotels
- Local Transportation
- Google Translate (!)



THE JOURNEY ITSELF

5 CHECK-IN

- Process Passenger and Bag

7 US ARRIVAL (1)

- CBP Primary
- Passport Check
- Biometrics
- Declaration
- English?
- Secondary?

9 CANADA ARRIVAL (2)

- CBSA Primary
- Passport Check
- Biometrics
- Declaration
- Secondary?
- Brain Fog (So much paper!)
- Welcome to Canada!
 - Collect Bags
 - Find Ground Transportation
 - Find Hotel
 - Deal with Details (phone, \$, etc.)

6 OUTBOUND PROCESSES

- Security Screening (Passenger and Bag)
- Outbound Migration (Vietnam)
- Airline Preboard Screening
- Advance Declarations

8 CONNECTION

- Bag Claim and Recheck
- ID Check
- Boarding Pass
- Jet Lag!

10 BUSINESS TRIP NYC (3)

- CPB Land Border
- Line Up with the Trucks
- Passport Check
- Passenger & Cargo
- Declaration
- Secondary?
- Welcome to U.S.!

11 RETURN TO VIETNAM (4)

- Repeat Steps 5, 6, 7, and maybe 8, also 10 if departing from YYZ
- Come back soon!

