



NOTO Policy on Border Crossing

Background

We continued to hear reports of border crossing problems this summer. As a result, we wrote to Joe Comuzzi, the minister responsible for northern Ontario economic development, and copied this letter to our provincial tourism and northern development ministers. Although we did not receive a reply from Minister Comuzzi, Ontario tourism minister Jim Bradley replied, and indicated that he has asked Jim Antler of his ministry to work with us to help move the issue forward. The Ontario tourism ministry has been supportive of us on this issue for a while now, and NOTO invited to make our views on this issue known to their Provincial Committee on Impaired Driving at their meeting in June.

It is worth noting that the province's own researchers are seeing perceived border problems showing up as a significant factor preventing Americans from considering visits to Ontario.

When we met with the federal immigration minister more than two years ago, we were promised better communications, and improved customer service training for customs officers. The Canadian Tourism Commission offered to deliver the training to the customs officers, and they have indicated to us that they repeatedly offered the training but were continually turned down.

Policy

“Canadian border officials have the responsibility of presenting themselves professionally to visitors of Canada as they are front line ambassadors of Canada.”

Adopted by the NOTO Board of Directors November 24, 2004

Review Date:
