

TRAVELLER MODERNIZATION

Standing Committee National Finance (NFFN)

Apollo #: 131588881



Canada Border
Services Agency

Agence des services
frontaliers du Canada

Canada

Traveller Modernization

Background, Benefits and Outcomes

- Prior to 2020, and post-pandemic, rising volumes of travellers highlighted the need for the CBSA to improve traveller processing to meet operational demands without impacting border security.
- From 2016 to 2018, the CBSA conducted a review of its operations and identified opportunities to transition from the CBSA's current service delivery model, predicated on in-person interactions with travellers, to a digital self-service model whereby travellers are enabled to meet many of their border obligations in advance of arrival in Canada using a border application.
- Funded through Budget 2021, Traveller Modernization (TM) is a 7 year business transformation initiative that seeks to:
 - Provide travellers the option to provide their biographic, biometric, declaration and other border-related information prior to arriving at the port of entry, thereby shifting the information collection earlier, and enabling the CBSA officer to carry out a pre-arrival risk assessment - **Digital Traveller Experience Project (DTE) Project**
 - Improve the tools Border Services Officers (BSOs) use to process travellers such that officers have a comprehensive view of traveller information in one place as well as analysis to help inform the release or refer decision during primary processing – **Officer Experience Project (OE) Project**

Traveller Modernization

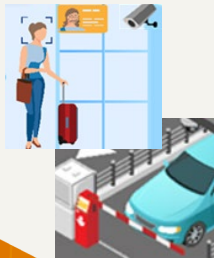
Digital Traveller Experience and Officer Experience

Traveller Modernization (TM) will transform both the Traveller Experience and the Officer Experience. Here's how:

Digital Traveller Experience



Travellers will be able to create/submit their own **Digital Travel Credential (DTC)**, confirm their identity against the DTC, and submit their **customs declaration** via mobile application in advance of entering Canada in all modes on a voluntary basis. Travellers will have the option to complete **digital forms** to enable submission through the self-service processing channel.

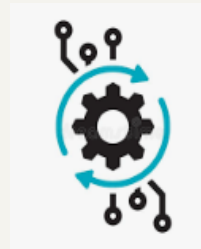


Upon entry, travellers' identities will be reconciled against their DTC by leveraging the biometric image previously submitted as part of their digital declaration.



Travellers will be processed through self-service, in-person or remotely which will allow "right-touch" facilitation. This will introduce flexibility for CBSA officers to focus on high value tasks.

Officer Experience



Data analytics will be leveraged to complete a 1:1 comparison of the traveller photo and the photo contained on the chip in their ePassport to verify their identity. Data analytics will review the declaration, passage and traveller history information to help Border Services Officers (BSOs) identify low risk travellers.



As travellers enter, BSOs do not need to complete the administrative task of capturing passport or declaration information if it was submitted pre-arrival. Instead, BSOs will review the information alongside data analytics results to make an informed decision to release or refer travellers for further examination.



In reducing administrative duties and enabling data-analytics informed decision making, CBSA will make greater use of front line officers to examine unknown or high risk travellers.

Benefits

- ❖ Increase in overall efficiency in traveller processing;
- ❖ Increase overall effectiveness of traveller processing;
- ❖ Reduced transactional cost associated to traveller processing will result in cost avoidance; and,
- ❖ Mitigating against risk to health and safety of travellers and employees.

Traveller Modernization

Overview of Phases

- The CBSA plans to deliver the DTE project and OE project as sub-projects of TM, in four phases organized by mode as outlined below.
- The CBSA has completed planning of Phase 1 and will be seeking expenditure authorities for Execution of Phase 1 and Planning of Phase 2 in a Treasury Board Submission targeting presentation in fall 2024. This briefing will focus on Phase 1.

Digital Travel Experience Incremental Phases

Phase 1 – Highway, Pedestrian, Bus, and Ferry at staffed locations and App Enhancements

Travellers will be able to use Advance Declaration at highway and ferry locations so that they can be processed faster, starting spring 2026.



Phase 2 – Remote Reporting Sites

Travellers will be able to use Advance Declaration at remote reporting sites (pleasure craft, hiking trails, unstaffed highway and General Aviation locations). They will also be able to digitally submit traveller forms, starting fall 2026.



Phase 3 - Commercial Marine, Rail and Biometrics

Travellers will be able to use Advance Declaration at cruise ship and rail locations; their identity will be verified through facial matching. Pre-arrival estimation of duties and taxes owing, starting fall 2027.



Phase 4 - Commercial Air and Further Expand DTE

Travellers will be able to use Advance Declaration at airports where it is not already available, starting fall 2028.



Officer Experience Incremental Phases

Phase 1 – Highway (staffed), Pedestrian, Bus, and Ferry

A centralized platform for Border Services Officers to perform traveller processing throughout the border continuum in highway mode including ferry processing, starting spring 2026.

Phase 2 – Marine, Highway (Remote), Hiking Trails

Deployment of the centralized platform for use in marine, pedestrian/highway (remote), starting fall 2026.

Phase 3 – Commercial Marine, Rail, and General Aviation

Deployment of the centralized platform for use in commercial marine and rail. Introduce biometric identity verification. Advance Passenger Information for General Aviation. Post-arrival collection of duties and taxes, starting fall 2027.

Phase 4 – Commercial Air

Deployment of the centralized platform for use in commercial air, starting fall 2028.

Traveller Modernization

Target State Operating Model - Highway

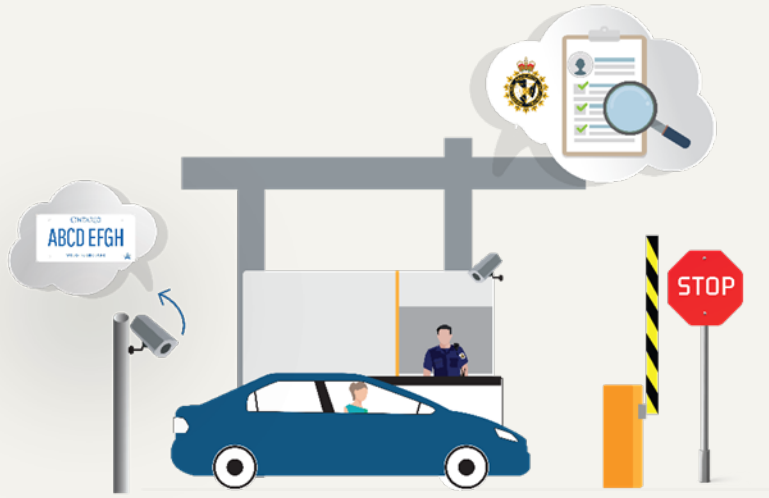
Traveller's advance declaration, digital photo and Traveller Compliance Indicator (TCI) are displayed to the officer in the new OE solution. In most cases, the officer will not need to request nor scan travel documents and will only need to confirm the traveller's declaration which is expected to save time at PIL (~13 seconds).



Travellers will use a redesigned DTE mobile application to submit their digital photo, advance declaration and licence plate information in advance of arrival.

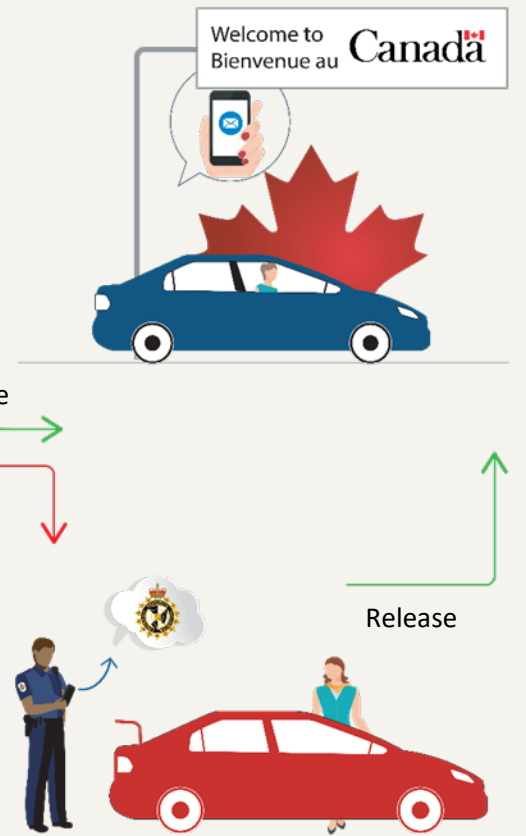
Traveller arrives at land border; vehicle licence plate is read through License Plate Reader (LPR) technology

Primary Inspection Line (PIL)



A digital referral form will be introduced rather than the paper referral form. Officers will be given smartphones to access the digital referrals and process them in the new OE solution.

Release
Refer



Approximately 60 million travellers enter via the land border each year. All travellers will be processed through the new OE Solution by the end of Phase 1 (May 2027) while approximately 9 million of these travellers will use Advance Declaration (DTE Solution) each year based on a target of 15%.

Questions

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Andrew Lawrence

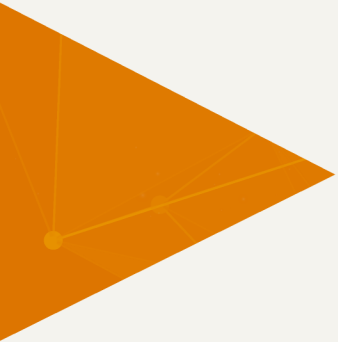
Director General
Travellers Transformation Directorate

Uricalee Grant-Barrett

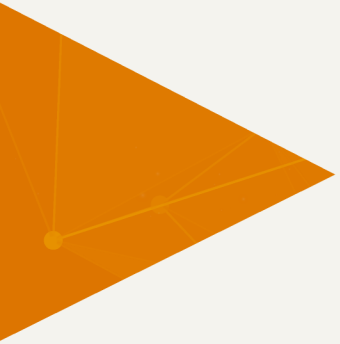
Director
Digital Traveller Experience Division

Roberto Mirabelli

Acting Director
Officer Experience Division



Annexes



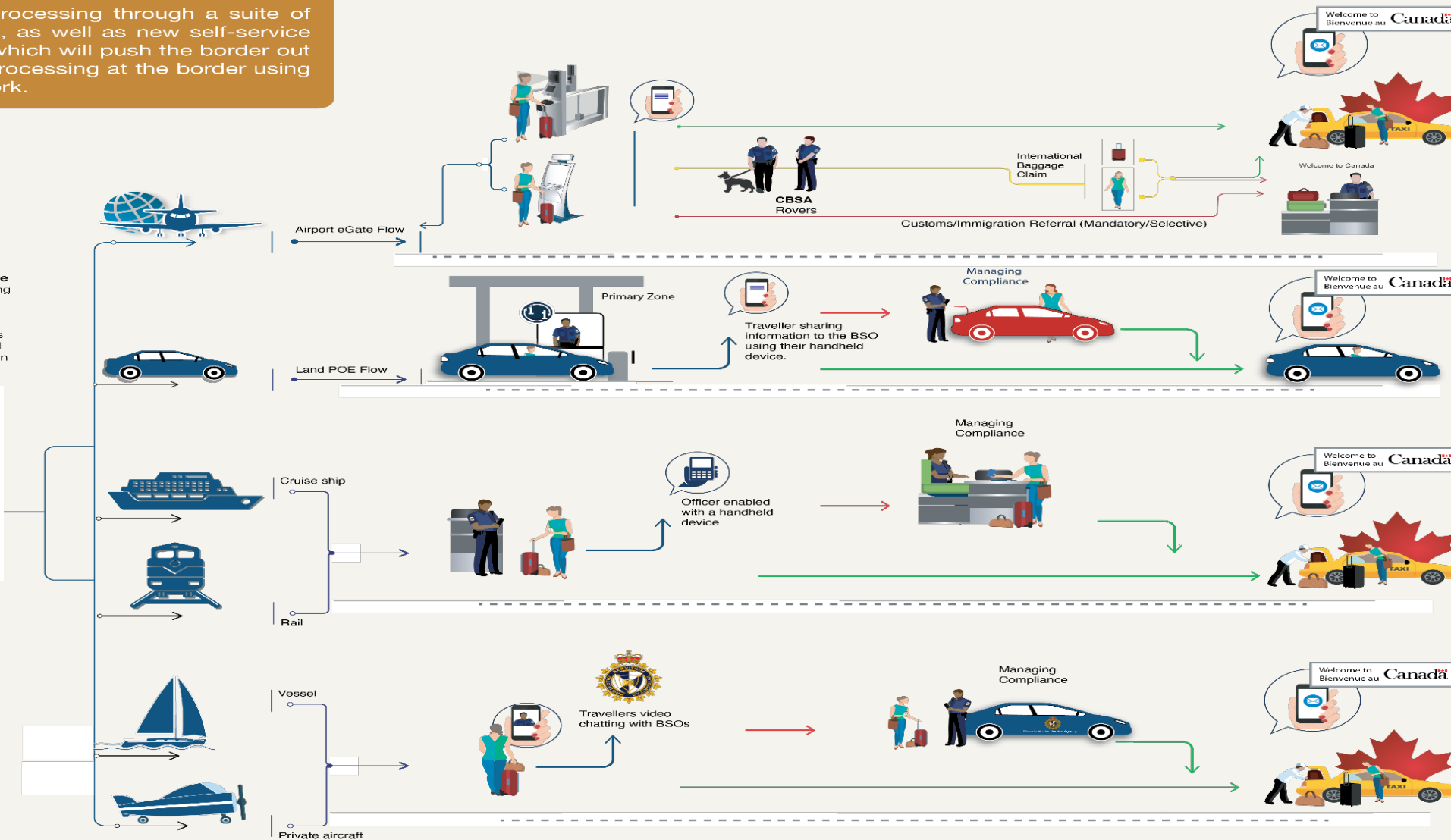
End State Vision – All Modes

To modernize traveller processing through a suite of new business processes, as well as new self-service tools and technologies, which will push the border out and enable right touch processing at the border using a new biometric framework.



Digital Traveller Experience

A single digital service allowing travellers to easily meet their obligations and prepare for their arrival and departure to/from Canada. This includes transmitting their digital travel information, and declaration in advance of arrival.



Phase 1 and 2 of Traveller Modernization will iteratively introduce a single digital traveller experience to facilitate mode-agnostic voluntary digital processing channel for travellers, allowing them to transmit conveyance, biographic and biometric identity information to the CBSA in advance of their arrival to Canada.

Project Timeline

	Year 1 FY2022-23	Year 2 FY2023-24				Year 3 FY2024-25				Year 4 FY2025-26				Year 5 FY2026-27				Year 6 FY2027-28				Year 7 FY2028-29				
	Q1-Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
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Phase 1 - Highway	Pre-planning				Planning Phase 1				Development Phase 1				Deployment Phase 1												Close Out	
Phase 2 - Remote Reporting Sites	Pre-planning								Planning Phase 2																Close Out	
													Development Phase 2				Deployment Phase 2									
Phase 3 - Commercial Marine, Rail, Biometrics, Generation Aviation													Planning Phase 3												Close Out	
																	Development Phase 3				Deployment Phase 3					
Phase 4 - Commercial Air																	Planning Phase 4								Close Out	
																					Development Phase 4				Deployment	Close Out

Regulatory Amendments Overview

Tranche 1 Regulatory Amendments (Non-Leg Dependent)

Description	Current Status
<p>1) Enable Free-Flow International to International Transit</p> <ul style="list-style-type: none"> Remove the requirement for international transiting travellers to interact with the CBSA, in person or via kiosk. Mandate provision of travellers' "in-transit" status from commercial air carriers, extend API retention period, and add new Air Exit data element. 	<ul style="list-style-type: none"> Targeting March 2025 final publication.
<p>2) Mandate collection and provision of API and Air Exit information from non-commercial air operators</p> <ul style="list-style-type: none"> Will strengthen public safety by enabling advance risk assessment of inbound and departing travellers on board non-commercial flights 	<ul style="list-style-type: none"> Targeting October 2027 final publication.
<p>3) Amendment to the <i>Returning Persons Exemption Regulations</i> and <i>Accounting for Imported Goods and Payment of Duties Regulations</i></p> <ul style="list-style-type: none"> Removal of the requirement to (1) report total aggregate value (e.g., \$742 CAD) of imported goods, if within personal exemption limit, and (2) account for these imported goods 	<ul style="list-style-type: none"> Targeting October 2025 final publication in alignment with deployment of TM Phase 1.
<p>4) Amendments to Regulations under the <i>Customs Act</i>, the <i>Immigration and Refugee Protection Regulations</i>, and the <i>Cross-Border Currency and Monetary Instruments Reporting Regulations</i></p> <ul style="list-style-type: none"> Replace references to presentation and reporting by "radio and telephone" with the modernized "by telecommunication" 	<ul style="list-style-type: none"> Targeting October 2026 final publication in alignment with deployment of TM Phase 2.

Tranche 2 Regulatory Amendments (Leg Dependent)

Description	Current Status
<p>1) Establishing Flexibility in the CBSA's Presentation, Goods Reporting, and Examination Requirements</p> <ul style="list-style-type: none"> Amendments to expand eligibility for alternate reporting to all citizenships, prescribe circumstances in which advance information must be provided (i.e., intending to present at an unstaffed border crossing location), prescribe the information to be provided in advance of arrival (e.g., biographic details, declaration responses), require that conveyance operators verify that travellers presenting by telecommunications have provided info to the CBSA prior to and upon arrival, etc. Will establish ability to issue AMPs for non-compliance 	<ul style="list-style-type: none"> Targeting October 2026 final publication in alignment with deployment of TM Phase 2.
<p>2) Prescribe exemptions from legislative baggage delivery requirements</p> <ul style="list-style-type: none"> Circumstances where baggage may be transported to a location other than the international baggage area (e.g., International to Domestic), unless requested for review by a BSO Conditions that must be met in order to deliver baggage in accordance with the prescribed circumstances Will bring into force new baggage legislative authority and establish ability to issue AMPs for non-compliance 	<ul style="list-style-type: none"> Targeting September 2025 final publication