

They urged that Canadian and U.S. customs and immigration rules be harmonized to the greatest extent possible. Some also warned that after a decade of the United States leading the world in economic growth, European and Asian economies are rebounding and will provide tougher competition for North American companies, reinforcing the need for an efficient Canada-U.S. border.

While pushing for fewer required inspections, many CUSP participants recognized that resources were needed to expedite border processing. As such, these border stakeholders and U.S. government participants argued that many more **inspection personnel** are needed on the Canada-U.S. border. Several stakeholders expressed frustration over only a fraction of inspection lanes being open at some border crossings despite backups at those crossings. They could not understand how or why the number of U.S. inspectors on the northern border had remained constant over the past ten years, despite the rapid growth in border crossings spurred by the FTA and NAFTA. One cautionary note was that "more inspectors inspect more"; the issue was not just one of resources but how these resources were to be used. Some CUSP participants also called for greater training for inspectors in NAFTA regulations, greater attention to the concerns of business travellers, and greater courtesy by inspectors toward tourists. But most stakeholders felt that inspectors did an excellent job given the resource, legal and policy constraints under which they worked.

Some CUSP participants compared the situation on the Canada-U.S. border with the situation on the U.S.-Mexico border. They noted that while Canada has only one land border, and that its laws and policies are thus geared to that border reality, the United States has two land borders. The