

daily by U.S. Border and Customs Protection to already pre-approved drivers to get them to complete the process (by going for an interview at the enrolment centre) and join.

And while NEXUS initially opened with little fanfare at the Ambassador Bridge (local newspapers failed to report the event the next day), Canada Customs and Revenue Agency, Citizenship and Immigration Canada, the United States Immigration and Naturalization Service and United States Customs Service were ready the next time around when NEXUS opened at the Detroit-Windsor tunnel.⁶⁸

Many groups had anxiously awaited the opening of NEXUS—for example, Canadian nurses working in Detroit-area hospitals. “Since 9/11, we deal with the daily unpredictability of whether it will take 20 minutes or two hours to get across the border to work,” explains Mary Anne Rizza, recruitment specialist for St. John Health System in Detroit. “The delays impact us not only in our personal lives—we all have families—but also impact our co-workers who cannot end their shifts until the next shifts arrive. All of us anxiously await[ed] the opening of this program.”⁶⁹

Windsor is still suffering from post September 11th losses although much of the problem is related to difficulties with traffic routing, and not security. Border congestion was a major problem before September 11th at the Windsor-Detroit crossing, and remains an even greater problem after. However, with overall traffic volumes down, wait times are slightly less than they were before September 11th (and certainly a lot less than they were in the days immediately after September 11th). Tourism is currently in decline—fewer Americans are crossing the

⁶⁸ A notice to the media was circulated beforehand and a ribbon-cutting ceremony by Rocco Delvecchio, the Consul General of the Canadian Consulate in Detroit was held to mark the event, along with a demonstration of the technology used in the NEXUS lane.

⁶⁹ Mary Anne Rizza, quoted in “Technology at the Border: NEXUS and FAST are speeding the flow of People and Goods at the Ambassador Bridge, Blue Water Ridge and the Detroit-Windsor Tunnel,” *Detroit* (January/February 2003): 30.