

Congress of the United States
House of Representatives
Washington, DC 20515-3221

August 18, 2022

The Honorable Kirsten Hillman
Ambassador of Canada to the United States
501 Pennsylvania Avenue NW
Washington, D.C. 20001

Dear Ambassador Hillman,

I write to you regarding Canada's burdensome border requirements that continue to negatively impact U.S. and Canadian border communities. As you know, the U.S. and Canada's unique partnership is critical to the success of the communities on both sides of our border and dependent on valuing and maximizing the people-to-people relationship. We should be working to further develop our partnership, not inhibit its success with misguided burdens such as the Canadian government's mandated use of the ArriveCAN app.

Currently, the Canadian government requires mandatory use of the ArriveCAN app for anyone seeking to enter the country. This requirement disincentivizes travel, harms the flow of commerce, and burdens travelers with the submission of private health information. Recently, the app also suffered a number of glitches, leading a number of people to erroneously quarantine upon entering Canada.¹

Additionally, those crossing the border are often unfamiliar with the ArriveCAN app's burdensome requirements and do not complete them until arrival at a Canadian port of entry.² This creates significant backlogs of travelers as they clear customs. As a result, travelers are choosing to stay home rather than face long wait times and frustrations caused by the ArriveCAN app.

In light of these negative impacts on our border communities, a number of Canadian border mayors and Canadian Chambers of Commerce, as well as a growing number of Members of Parliament, are calling for the Canadian government to immediately suspend this requirement.³ They are rightly concerned the ArriveCAN app is slowing down border crossings and having a detrimental economic impact on the cross-border tourism in our border communities.

¹ Ottawa admits some travelers were incorrectly told to quarantine due to ArriveCAN app glitch. July 22, 2022, <https://www.cbc.ca/news/business/arrivecan-app-quarantine-glitch-1.6528312>

² ArriveCan glitches spark call for review, elimination in Windsor. July 28, 2022.

<https://windsorstar.com/news/local-news/arrivecan-glitches-cause-headaches-as-mps-call-for-updates>

³ 'Scrap the App': border chambers ask government to end ArriveCan. August 15, 2022.

<https://windsor.ctvnews.ca/scrap-the-app-border-chambers-ask-government-to-end-arrivecan-1.6027582>

The ArriveCAN app serves no public health purpose and continues to harm both commerce and the flow of traffic at our border. I urge you and the Canadian Government to cease this app's harmful impacts on our border communities and immediately halt its required use.

Sincerely,



Elise M. Stefanik
Member of Congress

CC: The Honorable Marco Mendicino, Minister of Public Safety