



US Welcome Survey

Good (morning/afternoon/evening), my name is \_\_\_\_\_ and I am conducting a survey on behalf of United States Customs and Border Protection to measure traveler satisfaction. This is your opportunity to help improve the traveler experience when entering the United States. I would like to talk to you for a few minutes about the inspection process you just completed. Your responses will remain anonymous.

1. Including this trip, how many times have you traveled to the United States within the past 12 months?

\_\_\_\_\_ Trips

2. What is the main reason for your visit to the United States?

- a. Business
- b. Temporary Work
- c. School
- d. Vacation
- e. Family visitation
- f. Medical treatment
- g. Other \_\_\_\_\_
- h. Declined to respond

3. Do you understand the purpose of the inspection process when you arrived in the United States?

Yes    No    Do Not Know

4. How long did you wait in line to complete the inspection process?

\_\_\_\_\_ Hours    \_\_\_\_\_ Minutes (estimate)

Using the following scale, please rate the following questions.

Please rate using the following scale or Do Not Know:

<i>Disagree Strongly</i>		<i>Agree Strongly</i>
1	2	3
		4
		5

5. How much do you agree with this statement: *the time needed to complete the inspection process was reasonable?*

6. I would like to ask you a few questions about the Customs and Border Protection Officer who processed you. Please rate each of these statements using the same scale.

*The Officer who processed me:*

- a. *Communicated clearly and concisely.*
- b. *Processed my entry efficiently.*
- c. *Treated me with respect.*
- d. *Conducted his or her duties in a professional manner.*
- e. *Was dressed neatly and professionally.*
- f. *Provided assistance when needed.*

7. I would now like to ask you a few questions about the Customs and Border Protection inspection area. Please rate each of these statements using the same scale.

- a. *The layout allowed travelers to move efficiently through the inspection process.*
- b. *There were enough lanes to process travelers in a timely manner.*
- c. *The lanes moved forward in a reasonable amount of time.*
- d. *The signs were informative.*
- e. *There were enough signs.*
- f. *The directions were easy to follow.*
- g. *I was satisfied with the inspection area.*

8. I would now like to ask you a few questions about your satisfaction with the following items. Please rate each of these statements using the same scale.

- a. *I was satisfied with the politeness of the Customs and Border Protection employees.*
- b. *I was satisfied with the efficiency of the inspection process.*
- c. *I was satisfied with the time it took to receive my luggage. [Airport only]*
- d. *I was satisfied with my overall experience of arriving in the United States.*

9. We are looking for ways to improve the inspection process. What recommendations do you have?

- a. More informational materials
- b. Clearer informational materials
- c. Improve signage
- d. More Customs and Border Protection Officers
- e. More lines
- f. More dogs
- g. Increased training
- h. Nothing
- i. Other \_\_\_\_\_
- j. Declined to respond