

CRT

HARD COPY REQUIRED

**DP, PAS65
d**

FINAL DRAFT - JUNE 26, 2007
(Columns are ABSOLUTE)

PROJECT REGISTRATION #151312

DEPARTMENT OF STATE - Y TRANSLATIONS

BEARING POINT

City Center: Washington, DC X SURVEY DESIGN: Tara McGhee

WHTI Passport Study

Abraham/D. Royal/Bechtolt

OMB Approval #:

Jane Wood, Specwriter

Expires:

July, 2007

n=4,000

I.D.#: _____(1-6)

**AREA CODE AND TELEPHONE NUMBER:

_____ (1161 - 1170)

**INTERVIEW TIME:

_____ (1716 - 1721)

(NOTE: All interviews are recorded. The recording begins when the respondent answers the phone. This statement is read after the "Continue" response is entered after the Introduction and before the first question) This call will be recorded for quality assurance.

- 1 (Continue)
 - 2 (Refused) - **(Thank and Terminate)**
- (1984)

Sa. ZIP CODE: **(Code from fone file)**

_____ (-)

Sb. STATE: (Code from fone file)

- | | | | |
|----|----------------------|----|---------------------|
| 01 | Alabama - SC | 30 | Montana - W |
| 02 | Alaska - W | 31 | Nebraska - NC |
| 04 | Arizona - W | 32 | Nevada - W |
| 05 | Arkansas - SC | 33 | New Hampshire - NE |
| 06 | California - W | 34 | New Jersey - NE |
| 08 | Colorado - W | 35 | New Mexico - W |
| 09 | Connecticut - NE | 36 | New York - NE |
| 10 | Delaware - SC | 37 | North Carolina - SC |
| 11 | Washington D.C. - SC | 38 | North Dakota - NC |
| 12 | Florida - SC | 39 | Ohio - NC |
| 13 | Georgia - SC | 40 | Oklahoma - SC |
| 15 | Hawaii - W | 41 | Oregon - W |
| 16 | Idaho - W | 42 | Pennsylvania - NE |
| 17 | Illinois - NC | 44 | Rhode Island - NE |
| 18 | Indiana - NC | 45 | South Carolina - SC |
| 19 | Iowa - NC | 46 | South Dakota - NC |
| 20 | Kansas - NC | 47 | Tennessee - SC |
| 21 | Kentucky - SC | 48 | Texas - SC |
| 22 | Louisiana - SC | 49 | Utah - W |
| 23 | Maine - NE | 50 | Vermont - NE |
| 24 | Maryland - SC | 51 | Virginia - SC |
| 25 | Massachusetts - NE | 53 | Washington - W |
| 26 | Michigan - NC | 54 | West Virginia - SC |
| 27 | Minnesota - NC | 55 | Wisconsin - NC |
| 28 | Mississippi - SC | 56 | Wyoming - W_ |
| 29 | Missouri - NC | | |

() ()

Sc. BORDER COUNTRY 1: (Code from fone file)

- 1 Canada
2 Mexico
- _____ ()

Sd. BORDER COUNTRY 2: (Code from fone file)

- 1 Canadian
2 Mexican
- _____ ()

Se. STRATUM GROUPS: (Code from fone file)

- 1 Canada - Eastern Segment/High Density
- 2 Canada - Eastern Segment/Low Density
- 3 Canada - Western Segment/High Density
- 4 Canada - Western Segment/Low Density
- 5 Mexico - Eastern Segment/High Density
- 6 Mexico - Eastern Segment/Low Density
- 7 Mexico - Western Segment/High Density
- 8 Mexico - Western Segment/Low Density
- _____()

Sf. QUOTA GROUPS: (Code from fone file)

- 1 Canada - Eastern Segment (n=1000)
- 2 Canada - Western Segment (n=1000)
- 3 Mexico - Eastern Segment (n=1000)
- 4 Mexico - Western Segment (n=1000)
- _____()

Hello, my name is _____, and I'm calling from The Gallup Poll, on behalf of the Passport Office at the U.S. Department of State. The Passport Office is conducting a study to improve the efficiency of the State Department in issuing passports to those who plan to cross the land border between the U.S. and **(response in Sc)**. The purpose of the survey is to help the Department better serve U.S. citizens applying for passports, by getting a better estimate of how many U.S. citizens will be applying for passports to cross a land border of the United States between over the next several months and the next several years.

(If necessary, read:) The Gallup Organization adheres to the Privacy Act of 1974 and all other relevant Federal laws and regulations that ensure the privacy, security, and confidentiality of information provided by respondents to this survey.

S1. May I please speak with a U.S. citizen, 18 years of age or older?

- 1 Male respondent available **(Skip to S3)**
 - 2 Female respondent available **(Skip to S3)**
 - 7 Respondent not available - **(Set time to call back)**
 - 8 (Soft Refusal)
 - 9 (Hard Refusal) - **(Thank and Terminate)**
_____()
-

S2. Including yourself, how many U.S. citizen members of this household, age 18 or older, have made at least one land border crossing from either Canada or Mexico back into the U.S. within the past 12 months? (Open ended and code actual number) **(INTERVIEWER NOTE: A land border crossing means they cross by either car or bus, rather than air travel)**

00 None - (Continue)

01 One - (If other than respondent, ask to speak to that person, and Skip to Read #1 before #1)

02-

96 96+ (Skip to S4)

97 Not available - (Set time to call back)

98 (DK) (Continue)

99 (Refused) (Continue)

() ()

S3. **(If code 00, 98, or 99 in S2, ask:)** Including yourself, how many U.S. citizen members of this household, age 18 or older, plan to make at least one land border crossing trip from either Canada or Mexico back into the U.S. within the next 12 months? (Open ended **and code actual number**) **(INTERVIEWER NOTE: A land border crossing means they cross by either car or bus, rather than air travel)**

00 None - (Thank and Terminate)

01 One - (If other than respondent, ask to speak to that person, and Skip to Read #1 before #1)

02-

96 96+ (Skip to S5)

97 Not available - (Set time to call back)

98 (DK) (Thank and Terminate)

99 (Refused) (Thank and Terminate)

() ()

S4. **(If code 02-96 in S2, ask:)** Of those **(response in S2)** U.S. citizens, age 18 and older, who have made a land border crossing from Canada or Mexico back into the U.S. in the past 12 months, I need to speak to the one who had the most recent birthday.

1 Respondent available - (Skip to Read #1 before #1)

7 Respondent not available - (Set time to call back)

8 (Refused) - (Thank and Terminate)

_____()

S5. **(If code 02-96 in S3, ask:)** Of those **(response in S3)** U.S. citizens, age 18 and older, who plan to make a land border crossing from Canada or Mexico back into the U.S. in the next 12 months, I need to speak to the one who had the most recent birthday.

1 Respondent available - **(Skip to Read #1 before #1)**

7 Respondent not available - **(Set time to call back)**

8 (Refused) - **(Thank and Terminate)**
_____()

(READ #1:)

(If necessary, read:) Hello, my name is _____, and I'm calling from the Gallup Poll, on behalf of the Passport Office at the U.S. Department of State. The Passport Office is conducting a study to improve the efficiency of the State Department in issuing passports to those who plan to cross the land border between the U.S. and **(response in Sc)**. The purpose of the survey is to help the Department better serve U.S. citizens applying for passports, by getting a better estimate of how many U.S. citizens will be applying for passports to cross a land border of the United States between over the next several months and the next several years.

(READ #2:)

(If necessary, read:) Your telephone number was randomly selected from all numbers assigned to households located near the U.S. border with **(response in Sc)**. We will not ask or record your name or any other identifying information, and your answers will be completely confidential. Your participation is voluntary. If you choose not to participate there will be no penalty, and you can stop participating at any time.

PERSONAL PAST TRAVEL

**(If code 01-96 in S2, Continue;
Otherwise, Skip to #6)**

1. About how many times have you crossed the **(response in Sd)** border by land back into the U.S. within the past 12 months? (Open ended **and code actual number of trips**) **(If necessary, read:)** Your best estimate will do.

00 None

01-
96

97 97+

98 (DK)

99 (Refused)

() ()

2. How often do you cross the **(response in Sd)** border by land back into the U.S.? (Open ended and code) **(If necessary, read 01-09)**

01 Every day

02 2-3 times per week

03 Once a week

04 2-3 times per month

05 Once a month

06 Once every few months

07 A few times a year

08 Once a year

09 Once every few years

10 (Never)

11 (DK)

12 (Refused)

Gallup® and The Gallup Poll® are trademarks of The Gallup Organization. All other trademarks are the property of their respective owners. Copyright © 2007 The Gallup Organization, Princeton, NJ. All rights reserved.

() ()

**(If code 01-09 in #2, Continue;
Otherwise, Skip to #5)**

3. When you cross back INTO THE U.S. from **(response in Sc)**, where do you cross the border most often? That is, what border crossing do you use?

- 01 Other (list)
- 02 (DK)
- 03 (Refused)
- 04 HOLD
- 05 HOLD

(If code 1 in Sc, display this code list:)

- 98 Other - CAN
- 06 Alexandria Bay-Thousand Island, NY - CAN
- 10 Calais-Ferry Point, ME - CAN
- 13 Champlain, NY - CAN
- 15 Derby Line, VT - CAN
- 16 Detroit Ambassador Bridge, MI - CAN
- 17 Detroit Tunnel, MI - CAN
- 24 International Falls, MN - CAN
- 28 Lewiston-Queenston Bridge, NY - CAN
- 33 Massena, NY - CAN
- 36 Pacific Highway-Blaine, WA - CAN
- 38 Peace Arch-Blaine, WA - CAN
- 39 Peace Bridge-Buffalo, NY - CAN
- 41 Point Roberts, WA - CAN
- 42 Port Huron-Blue Water Bridge, MI - CAN
- 45 Rainbow Bridge-Niagara Falls, NY - CAN
- 50 Sault Ste. Marie, MI - CAN
- 57 Sumas, WA - CAN

(If code 2 in Sc, display this code list:)

- 99 Other - MEX
- 07 Andrade, CA - MEX
- 08 B&M-Brownsville, TX - MEX
- 09 Bridge of the Americas (BOTA) El Paso, TX - MEX
- 11 Calexico, CA - MEX
- 12 Calexico East-Imperial Valley, CA - MEX
- 14 Del Rio, TX - MEX
- 18 Douglas, AZ - MEX
- 19 Eagle Pass, TX - MEX
- 20 Eagle Pass II, TX - MEX
- 21 Fabens, TX - MEX
- 22 Gateway-Brownsville, TX - MEX

Gallup® and The Gallup Poll® are trademarks of The Gallup Organization. All other trademarks are the property of their respective owners. Copyright © 2007 The Gallup Organization, Princeton, NJ. All rights reserved.

- 23 Hidalgo, TX - MEX
- 25 Laredo-Columbia, TX - MEX
- 26 Laredo AF-Convent Street, TX - MEX
- 27 Laredo-Lincoln-Juarez, TX - MEX
- 29 Los Indios, TX - MEX
- 30 Los Tomates-Brownsville, TX - MEX

3. (Continued:)

- 31 Lukeville, AZ - MEX
- 32 Marisposa-Nogales West, AZ - MEX
- 34 Nogales East, AZ - MEX
- 35 Otay Mesa-San Diego, CA - MEX
- 37 Paso Del Norte-El Paso, TX - MEX
- 40 Pharr, TX - MEX
- 43 Presidio, TX - MEX
- 44 Progreso, TX - MEX
- 46 Rio Grande City, TX - MEX
- 47 Roma, TX - MEX
- 48 San Luis, AZ - MEX
- 49 San Ysidro-San Diego, CA - MEX
- 56 Stanton Street Bridge, TX - MEX
- 58 Tecate, CA - MEX
- 59 World Trade Bridge-Laredo IV, TX - MEX
- 60 Ysleta-El Paso, TX - MEX

() ()

4. How often do you cross the **(response in Sd)** border into the U.S. at other locations? (Open ended and code) **(If necessary, read 01-09)**

- 01 Every day
- 02 2-3 times per week
- 03 Once a week
- 04 2-3 times per month
- 05 Once a month
- 06 Once every few months
- 07 A few times a year
- 08 Once a year
- 09 Once every few years

- 10 (Never)
- 11 (DK)
- 12 (Refused)

() ()

Gallup® and The Gallup Poll® are trademarks of The Gallup Organization. All other trademarks are the property of their respective owners. Copyright © 2007 The Gallup Organization, Princeton, NJ. All rights reserved.

5. In the past twelve months, how many times, if any, did you travel back into the U.S. from [**(If code 1 in Sc, read:)** Mexico/**(If code 2 in Sc, read:)** Canada] by land? (Open ended **and code actual number of trips**)

00 None

01-
96

97 97+

98 (DK)

99 (Refused)

() ()

FUTURE TRAVEL

6. In the next 12 months, how often do you expect to be crossing the border by land into the U.S. from Canada or Mexico? (Open ended and code) **(If necessary, read 01-08)**

01 Every day

02 2-3 times per week

03 Once a week

04 2-3 times per month

05 Once a month

06 Once every few months

07 A few times a year

08 Once a year

09 HOLD

10 (Never)

11 (DK)

12 (Refused)

() ()

PASSPORT POSSESSION

7. Do you currently possess a valid, that is non-expired, U.S. passport? (**INTERVIEWER NOTE: "valid" implies "non-expired"**)

- 1 Yes
- 2 No
- 3 (DK)
- 4 (Refused)
- _____ ()

**(If code 1 in #7, Continue;
Otherwise, Skip to #10)**

8. And do you know about when your U.S. passport will expire? (Open ended and code) (**If necessary, read 1-4**)

- 1 Within the next 6 months
- 2 More than 6 months to 18 months from now (i.e. next year or 2008)
- 3 18 months to 3 years from now (2009 or 2010)
- 4 More than three years from now (2011 or later)
- 5 (DK)
- 6 (Refused)
- _____ ()

9. Approximately when do you think you would apply for a renewal of your existing U.S. passport? (Open ended and code) (**If necessary, read 1-4**)

- 1 Within the next 6 months
- 2 More than 6 months to 18 months from now (i.e. next year or 2008)
- 3 18 months to 3 years from now (2009 or 2010)
- 4 More than three years from now (2011 or later)
- 5 (DK)
- 6 (Refused)
- 7 (Do not have plans to renew)
- _____ ()

**(If code 2, 3, or 4 in #7, Continue;
Otherwise, Skip to #12)**

10. Do you plan to apply for a U.S. passport for land travel back into the U.S. from Canada or Mexico or for air travel to any international destination?

- 1 Yes, land Canada or Mexico travel
- 2 Yes, air travel to international destination
- 3 Yes, both
- 4 No
- 5 (Already have a passport)
- 6 (DK)
- 7 (Refused)
- ____()

**(If code 1-3 in #10, Continue;
Otherwise, Skip to #12)**

11. Approximately when do you think you would apply for a U.S. passport? (Open ended and code) **(If necessary, read 1-4)**

- 1 Within the next 6 months
- 2 More than 6 months to 18 months from now (i.e. next year or 2008)
- 3 18 months to 3 years from now (2009 or 2010)
- 4 More than three years from now (2011 or later)
- 5 (DK)
- 6 (Refused)
- ____()

TRAVEL BY OTHER HOUSEHOLD MEMBERS

12. How many other U.S. citizen members of your household, including children, have crossed the Canadian or Mexican border back into the U.S. by land in the past 12 months? (Open ended **and code actual number**)

00 None

01-
96

97 97+

98 (DK)

99 (Refused)

() ()

13. How many other U.S. citizen members of your household, including children, do you think will cross the Canadian or Mexican border back into the U.S. by land in the next 12 months? (Open ended **and code actual number**)

00 None

01-
96

97 97+

98 (DK)

99 (Refused)

() ()

**(If code 01-97 in #12 OR #13, Continue;
Otherwise, Skip to Note before #16)**

Gallup® and The Gallup Poll® are trademarks of The Gallup Organization. All other trademarks are the property of their respective owners. Copyright © 2007 The Gallup Organization, Princeton, NJ. All rights reserved.

13a. **(SURVENT NOTE: Calculate number of people who have or will cross a U.S. border by adding response in #12 to response in #13) (Treat code 98 or 99 in #12 or #13 as 0)**

01-
96

97 97+

() ()

14. How many of the **(response in #13a)** other household members who have crossed in the past 12 months or may cross the Canadian or Mexican border back into the U.S. by land in the next 12 months already have valid passports? (Open ended **and code actual number**)

00 None

01-
96

97 97+

98 (DK)
99 (Refused)

() ()

(If code 01-97 in #13a AND Code 00-97 in #14, Continue; Otherwise, Skip to Note before #16)

14a. **(SURVENT NOTE: Calculate number of people who will cross who do not have passports by subtracting response in #14 from response in #13a)**

00 None

01-
96

97 97+

() ()

(If code 00 in #14a, Skip to Note before #16; Otherwise, Continue)

15. How many of these **(response in #14a)** household members who do not have passports do you think will be applying for a passport **(read A-D)?** (Open ended **and code actual number**)

00 None

01-
96

97 97+

98 (DK)

99 (Refused)

A. Within the next 6 months

() ()

B. More than 6 months to 18 months from now (i.e. next year or 2008)

Gallup® and The Gallup Poll® are trademarks of The Gallup Organization. All other trademarks are the property of their respective owners. Copyright © 2007 The Gallup Organization, Princeton, NJ. All rights reserved.

() ()

15. (Continued:)

C. 18 months to 3 years from now (2009 or 2010)

() ()

D. More than three years from now (2011 or later)

() ()

**(If code 1 or 2 in #8 OR
If code 2, 3, or 4 in #7, Continue;
Otherwise, Skip to #20)**

NEW REQUIREMENTS

16. New Federal Government regulations will require all U.S. citizens to have a valid passport for travel to Canada, Mexico, and countries in the Caribbean, even if the travel is by land or sea. The requirement for a passport to travel across this border may take effect as early as January 2008, less than one year from now. Were you aware of this new regulation already?

- 1 Yes
 - 2 No
 - 3 (DK)
 - 4 (Refused)
- _____ ()

**(If code 10, 11, or 12 in #6, Continue;
Otherwise, Skip to #18)**

17. Do you have any plans to travel to Canada, Mexico, and countries in the Caribbean anytime in the next five years?

Gallup® and The Gallup Poll® are trademarks of The Gallup Organization. All other trademarks are the property of their respective owners. Copyright © 2007 The Gallup Organization, Princeton, NJ. All rights reserved.

- 1 Yes
- 2 No
- 3 (DK)
- 4 (Refused)
- _____ ()

**(If code 1 in #17, Continue;
Otherwise, Skip to #20)**

18. [**(If code 01-08 in #6 read:)** You mentioned earlier that you were planning on traveling to Canada or Mexico in the next 12 months. Considering this new requirement, how likely will you be to travel to any of these locations (Canada, Mexico, and countries in the Caribbean) if you need to apply for a passport first?/**(If code 1 in #17, read:)** Considering this new requirement, how likely will you be to travel to any of these locations (Canada, Mexico, and countries in the Caribbean) if you need to apply for a passport first?] Would you say **(read 5-4, 2-1)**?

- 5 Very likely
- 4 Somewhat likely
- 3 (Neither)
- 2 Not very likely, OR
- 1 Not at all likely

- 6 (DK)
- 7 (Refused)
- _____()

19. When do you plan to apply for a passport? (Open ended and code) **(If necessary, read 1-4)**

- 1 Within the next 6 months
- 2 More than 6 months to 18 months from now (i.e. next year or 2008)
- 3 18 months to 3 years from now (2009 or 2010)
- 4 More than three years from now (2011 or later)

- 5 (DK)
- 6 (Refused)
- _____()

PASSPORT CARD QUESTIONS

20. The Federal Government is currently developing a passport card system called a U.S. Passport Card. The proposed new U.S. Passport Card could be used by U.S. citizens as a travel credential for land and sea travel between the United States and Canada or Mexico, but cannot be used for international air travel. Under current plans, the Card would be available in mid 2008.

U.S. Passport Cards will be priced at about one-half of the price of a full Passport, be wallet size (i.e. like a credit card or driver's license), and would take about the same amount of time to process. How likely would you be to apply for a U.S. Passport Card for travel to Mexico or Canada? Would you say **(read 5-4, 2-1)? (INTERVIEWER NOTE: It would be about \$50 cheaper than a full U.S. passport)**

- 5 Very likely
- 4 Somewhat likely
- 3 (Neither)
- 2 Not very likely
- 1 Not at all likely

- 6 (DK)
- 7 (Refused)
- ____()

**(If code 3-5 in #20, Continue;
Otherwise, Skip to #23)**

21. The new U.S. Passport Card is planned to be available in mid-2008. Keeping in mind that the law requiring a passport or U.S. Passport Card to travel across the Canadian or Mexican border by land may take effect as early as January 2008, when do you think you would apply for a U.S. Passport Card? (Open ended and code) **(If necessary, read 1-4)**

- 1 Within the next 6 months
- 2 More than 6 months to 18 months from now (i.e. next year or 2008)
- 3 18 months to 3 years from now (2009 or 2010)
- 4 More than three years from now (2011 or later)
- 5 (DK)
- 6 (Refused)
- 7 (As soon as it is available)
_____()

22. If you did purchase a U.S. Passport Card, would you also maintain (i.e. renew/apply for) a U.S. Passport book?

- 1 Yes
- 2 No
- 3 (DK)
- 4 (Refused)
_____()

23. How many, if any, other U.S. citizen members of your household do you think might purchase a U.S. Passport Card for land travel to Canada or Mexico **(read A-D)**? (Open ended **and code actual number**)

- 00 None
- 01-
- 96
- 97 97+
- 98 (DK)
- 99 (Refused)

A. Within the next 6 months

Gallup® and The Gallup Poll® are trademarks of The Gallup Organization. All other trademarks are the property of their respective owners. Copyright © 2007 The Gallup Organization, Princeton, NJ. All rights reserved.

() ()

23. (Continued:)

B. More than 6 months to 18 months from now (i.e. next year or 2008)

() ()

C. 18 months to 3 years from now (2009 or 2010)

() ()

D. More than three years from now (2011 or later)

() ()

DEMOGRAPHICS BEGIN HERE:

(READ:) I have only a few more questions to complete the survey.

D1. In what year were you born? (Open ended **and code actual year**)

1900-
1990

9999 (Refused)

(-)

D2. GENDER: **(Code only, Do NOT ask)**

Male

Female

_____()

Gallup® and The Gallup Poll® are trademarks of The Gallup Organization. All other trademarks are the property of their respective owners. Copyright © 2007 The Gallup Organization, Princeton, NJ. All rights reserved.

(DEMOGRAPHICS CONTINUED)

D3. Does your household have a single phone NUMBER or does it have more than ONE phone NUMBER coming into it? (INTERVIEWER NOTE: We need the number of different phone lines NOT the number of TELEPHONES in the household)

- 1 Single phone number
- 2 More than one phone number

- 3 (DK)
- 4 (Refused)
- ____()

(If code 1, 3, or 4 in D3, Autocode D4 as 1 AND Skip to D5; otherwise, Continue)

D4. And, NOT including lines dedicated to a fax machine, modem or used strictly for business purposes, how many different phone NUMBERS do you have coming into your household? (Open ended and code)

- 1 One
- 2 Two
- 3 Three
- 4 Four
- 5 Five or more
- 6 (DK)
- 7 (Refused)
- ____()

D5. (CODE ONLY:) Was this interview conducted in English or Spanish?

- 1 English
- 2 Spanish
- ____()

Gallup® and The Gallup Poll® are trademarks of The Gallup Organization. All other trademarks are the property of their respective owners. Copyright © 2007 The Gallup Organization, Princeton, NJ. All rights reserved.

**(VALIDATE PHONE NUMBER AND
THANK RESPONDENT BY SAYING:)**

Again, this is _____, with The Gallup
Organization of _____. I would like to thank
you for your time. Your responses are
important to the Passport Office.

_____ (1571-	INTERVIEWER	I.D.#
		1574)

j\lw\Department_of_State\Questionnaires\Outbound\2007\
Dept of State Passport Survey 0706