

U.S. Department of State Bureau of Consular Affairs, Passport Services 2010 Customer Satisfaction Survey

Introduction

The Department of State, Bureau of Consular Affairs, Passport Services is committed to serving and satisfying its customers. To this end, we have commissioned the CFI Group, an independent third-party research group, to conduct a survey that asks about your satisfaction with the service provided by our Passport Services.

The CFI Group and the Department of State will treat all information in a secure fashion. All information you provide will be combined with information from other respondents for research and reporting purposes. Your individual responses will not be released. This brief survey will take about 10 minutes of your time.

This survey is authorized by the U.S. Office of Management and Budget Control No. 1090-0007.

Q1. Before receiving your most recent passport, how would you rate your overall expectations of the passport application process?

Use a 10-point scale on which "1" means your expectations were "not high" and "10" means your expectations were "very high."

Q2. How difficult or easy was it to get information on applying for your passport? Use a 10-point scale on which "1" means "very difficult to get" and "10" means "very easy to get."

Q3. How useful was the information you found on applying for a passport, in terms of being current, accurate, helpful, and relevant? Use a 10-point scale on which "1" means "not at all useful" and "10" means "very useful."

Q4. How did you apply for your most recent passport? (Select one.)

1. U.S. Post Office
2. Non-Postal Acceptance Facility (i.e. town or city clerk, local library, etc.)
3. Private Courier Service
4. Mail-In
5. Passport Agency
6. U.S. Embassy or Consulate
7. Other

Q5. How convenient was the application process? Use a 10-point scale on which "1" means "not at all convenient" and "10" means "very convenient."

Q6. How professional was the service you received? Use a 10-point scale on which "1" means "not at all professional" and "10" means "very professional."

Q7. How long did it take for you to receive your passport? Use a 10-point scale on which "1" means "longer than expected" and "10" means "faster than expected."

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- Q8. Did you apply for a passport for a child under age 16?
1. Yes
 2. No
 3. Don't Know

{IF Q8 = YES, Go To Q8A; OTHERWISE GO TO Q9}

- Q8A. How effectively does the passport application process protect children intending to travel abroad? Using a 10-point scale on which "1" means "not at all effectively" and "10" means "very effectively."
- Q9. Please consider all your experiences in the **past two years** with Passport Services. How would you rate the **overall quality** of Passport Services? Use a 10-point scale on which "1" means "not very high" and "10" means "very high."
- Q10. How **satisfied** are you with Passport Services in all of your experiences to date? Using a 10 point scale on which "1" means "very dissatisfied" and 10 means "very satisfied."
- Q11. Considering all of your expectations, to what extent has Passport Services fallen short or exceeded your expectations? Use a 10 point scale on which "1" now means "falls short of your expectations" and "10" means "exceeds your expectations."
- Q12. Forget Passport Services for a moment. Now, I want you to imagine an ideal agency that issues a proof of citizenship and a document that allows you to travel. How well do you think Passport Services compares with that ideal agency? Please use a 10-point scale on which "1" means "not very close to the ideal," and "10" means "very close to the ideal."
- Q13. How would you rate the importance of the U.S. Passport in contributing to National Security? Please use a 10-point scale on which "1" means "not very important" and "10" means "very important."

Next I want you to think about any communications you may have had with Passport Services or the U.S. State Department over the past year regarding complaints about your experience.

- Q14. Have you complained to Passport Services within the past year?
1. Yes
 2. No
 3. Don't Know

{IF Q14 = 1 Yes, Go to Q14C - Q14D; OTHERWISE GO TO Q15}

- Q14C. How well, or poorly, was your most recent complaint handled? Use a 10-point scale on which "1" means "handled very poorly" and "10" means "handled very well."
- Q14D. How difficult or easy was it to make your most recent complaint? Use a 10-point scale on which "1" means "very difficult" and "10" means "very easy."
- Q15. How confident are you that Passport Services will do a good job in the future of issuing passports to eligible U.S. citizens, and not issuing passports to people who should not have them? Use a 10-point scale on which "1" means "not at all confident" and "10" means "very confident."

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Q16. How willing would you be to say positive things about Passport Services to friends and family? Use a 10-point scale on which "1" means "not at all willing" and "10" means "very willing."

Q17. What is the **primary** means you used to obtain information on Passport Services? (Select one.)

1. Toll-free telephone call to the National Passport Information Center
2. E-mail to the National Passport Information Center
3. Internet – Specifically the www.travel.state.gov website
4. Visit to passport agency
5. Visit to passport acceptance facility (such as post office, county clerk or clerk of the court)
6. Written communication
7. Some other means
8. Not applicable

{IF Q17 = 1Telephone, ASK Q17A; IF Q17 = 2Email, ASK Q17B; IF Q17 = 3Internet, ASK Q17C; IF Q17 = 4, ASK Q17D; If Q17 = 5, ASK Q17E; IF Q17 = 6 or 7, ASK 18; OTHERWISE GO TO Q18A}

Q17A. How helpful was the information you received from the customer service representative when you called the toll-free National Passport Information Center? Use a 10-point scale on which "1" means "not at all helpful" and "10" means "very helpful,"

Q17B. How helpful was the information received in the email response from the National Passport Information Center in assisting you to obtain a passport? Use a 10-point scale on which "1" means "not at all helpful" and "10" means "very helpful,"

Q17C. How helpful was the information provided on www.travel.state.gov in assisting you to obtain a passport? Use a 10-point scale on which "1" means "not at all helpful"

Q17D. When you visited the passport agency, how helpful were the personnel in assisting you to obtain a passport? Using a 10-point scale on which "1" means "not at all helpful" and "10" means "very helpful,"

Q17E. When you visited the passport acceptance facility, how helpful were the personnel in assisting you to obtain a passport? Using a 10-point scale on which "1" means "not at all helpful" and "10" means "very helpful,"

Q18. Which of the following sources have you obtained passport information from? (*Select all that apply*)

1. Travel website (other than www.travel.state.gov) (enter website)
2. Travel publication or magazine
3. Newspaper, radio, or television
4. Local or community event
5. Friend, family, coworker, etc.
6. Travel Agent
7. Naturalization Ceremony
8. Other (please describe)

{IF Q18 = 1Yes, ASK Q18A; OTHERWISE GO TO INTRO BEFORE QD1}

Q18A. Are you aware that new travel requirements went into effect for U.S. citizens when traveling by air, land or sea to and from Canada, Mexico, the Caribbean region, and Bermuda?

1. Yes
2. No

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3. Don't Know

Q18B. To what extent has this travel requirement influenced your decision to apply for or renew a passport? Use a 10-point scale on which "1" means "did not influence your decision at all" and "10" means "influenced your decision very much"

For more information about these requirements, go to www.getyouhome.gov

Q19. Are you aware that a **U.S. passport card** is now available to U.S. citizens for traveling by land or sea to and from Canada, Mexico, the Caribbean region, and Bermuda?

1. Yes, I have one
2. Yes, but I have not applied for one yet
3. Yes, but I do not plan to get one
4. No

{IF Q19 = 1Yes, I have one ASK Q19A and 19B; IF Q19 = 2Yes, not applied yet ASK 19B; OTHERWISE GO TO INTRO BEFORE QD1}

Q19A. To what extent have you used your U.S. Passport Card? (*Select all that apply.*)

1. Vacation – Commercial Cruise
2. Vacation – Land Travel to Mexico (car, bus, train, etc.)
3. Vacation – Land Travel to Canada (car, bus, train, etc.)
4. Almost Daily Travel to Mexico (work, worship, etc.)
5. Almost Daily Travel to Canada (work, worship, etc.)
6. Proof of Identification
7. Proof of U.S. Citizenship
8. Other (explain)

Q19B. To what extent do you intend to use your U.S. Passport Card? (*Select all that apply.*)

1. Vacation – Commercial Cruise
2. Vacation – Land Travel to Mexico (car, bus, train, etc.)
3. Vacation – Land Travel to Canada (car, bus, train, etc.)
4. Almost Daily Travel to Mexico (work, worship, etc.)
5. Almost Daily Travel to Canada (work, worship, etc.)
6. Proof of Identification
7. Proof of U.S. Citizenship
8. Other (explain)

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The following questions are for categorizing responses only.

QD1. What is your age, please?

1. 18 – 29
2. 30 – 39
3. 40 – 49
4. 50 – 59
5. 60 – 69
6. 70 – 79
7. 80 and over

QD2. What is the highest level of formal education you completed?

1. Less than high school
2. High school graduate
3. Some college or associate degree
4. College graduate
5. Post-Graduate

QD3. Are you of Hispanic, Latino or Spanish origin?

1. Yes
2. No

QD4. Do you consider your race(s) as: (Select all that apply.)

1. White
2. Black or African American
3. American Indian or Alaska Native
4. Asian
5. Native Hawaiian or other Pacific Islander
6. Other race

QD5. What was your total annual family income in 2009? (*Before taxes*)

1. Under \$20,000
2. At least \$20,000 but less than \$30,000
3. At least \$30,000 but less than \$40,000
4. At least \$40,000 but less than \$60,000
5. At least \$60,000 but less than \$80,000
6. At least \$80,000 but less than \$100,000
7. \$100,000 or more

QD6. Gender

1. Male
2. Female