

Traveler Satisfaction Survey

Introduction

This traveler satisfaction survey is being conducted by an independent company, MGS, on behalf of United States Customs and Border Protection. The survey should take about five minutes and is completely voluntary. Your insights will be used to help improve traveler experience at international airports like this one. Your responses are strictly confidential and anonymous.

Please read each question carefully and follow the individual instructions for answering questions and skipping questions, when appropriate.

Note: For certain questions you will select answers by filling in circles. **Please fill in the circles completely.**

1. Are you 18 years old or over?

Select **one** answer.

- Yes → Go to question 2
- No → Law prohibits anyone under 18 from taking this survey. Please return it to the interviewer. Thank you for your time.

Entry Process

2. Which line did you use for the entry process?

Select **one** answer, then follow the directions next to the response you chose.

- U.S. Citizen → Go to question 3
- Visitor → Go to question 3
- Global Entry Program Kiosk (U.S. Citizen) → Go to question 10
- Global Entry Program Kiosk (Visitor) → Go to question 9

3. Starting with your wait in line and including time at the inspection booth, please provide your best estimate for how long your entry process took.

Fill in the blank spaces below with the estimated hours and/or minutes you waited.

_____ Hour(s) _____ Minute(s)

- Don't know

4. How would you characterize your wait time?

Select **one** response.

- Short
- Reasonable
- Long
- Don't know

5. To what extent do you agree or disagree that the U.S. Officer who processed you at the entry booth ...

Fill in **one** circle for each of the questions below.

| Question | Strongly Agree | Agree | Somewhat Agree/ Somewhat Disagree | Disagree | Strongly Disagree | Don't Know |
|-----------------------------------|-----------------------|-----------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|
| Communicated clearly? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Processed your entry efficiently? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Provided assistance when needed? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Was professional? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Was welcoming? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

6. To what extent do you agree or disagree with the following statements on the overall inspection area?

Fill in **one** circle for each of the statements below.

| Statement | Strongly Agree | Agree | Somewhat Agree/ Somewhat Disagree | Disagree | Strongly Disagree | Don't Know |
|---|-----------------------|-----------------------|--------------------------------------|-----------------------|-----------------------|-----------------------|
| The signs were clear and informative | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The layout through the entry process was clear and easy to follow | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Officials were helpful in guiding travelers through the processing area | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The video shown in the entry process area was helpful and informative | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The processing area was welcoming | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

7. Considering your entry process experience, did you feel welcome to the U.S.?

Select **one** answer.

- Yes
- No
- Unsure

8. Are you a U.S. citizen or are you just visiting the U.S.?

Select **one** answer.

- U.S. citizen → Go to question 10
- Visitor → Go to question 9

9. How did your entry process experience affect your desire to return to the United States?

Select **one** answer.

- I would come back to the U.S. → Go to question 11
- I would not come back to the U.S. → Go to question 11
- Unsure → Go to question 11

10. How did your entry process experience affect your desire to travel internationally?

Select **one** answer.

- I would travel internationally again
- I would not travel internationally again
- Unsure

11. Based on your entry process experience, do you have a more positive or negative impression of the United States?

Select **one** answer.

- More positive
- More negative
- No change

Background Questions

12. Including this trip, how many times have you been through the United States entry process in the past 2 years?

Fill in the number of times in the blank space below.

_____ Times

Don't know

13. What is your gender?

*Select **one** answer.*

Male

Female

14. Which age category best describes you?

*Select **one** answer.*

18 – 24

25 – 34

35 – 44

45 – 54

55 – 64

65 or over

15. What country do you currently reside in?

_____ (Name of country)

16. What country(ies) are you a citizen of?

_____ (Name of country)

_____ (Name of country)

The survey is complete. Please return it to the interviewer. Thank you for your time.