

Model PortsTraveler Satisfaction Survey

Introduction

Would you please take a few minutes to answer some questions about your experience going through Customs today? This survey is being conducted by an independent company JRD & Associates, on behalf of United States Customs and Border Protection. It 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 anonymous

Please listen carefully to each question and answer to the best of your abilities.

Background Questions

1. Are you 18 years or older?

(The law prohibits anyone under 18 from taking this survey.)

- Yes
- No → Law prohibits anyone under 18 from taking this survey. Thank you for your time.

2. What is your gender?

- Male
- Female

3. How old are you?

- 18 – 24
- 25 – 34
- 35 – 44
- 45 – 54
- 55 – 64
- 65 or over
- Prefer not to answer

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

- _____ Times (1,2,3,...5, >5)
- Don't know

5. In which country do you currently reside?

6. In which country or countries do you hold citizenship?
7. What is your primary language?

Entry Process

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

- U.S. Citizen
- Global Entry
- APC Kiosk
- Inspection Booth
- Visitor
- Global Entry
- Inspection Booth
- ESTA/VISA Waiver
- Global Entry
- APC Kiosk
- Inspection Booth
- Legal Permanent Resident (Green Card Holder)
- Global Entry
- APC Kiosk
- Inspection Booth

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

Give your answer in hours and minutes to the nearest 5 minutes.

_____ Hour(s) _____ Minute(s)

- Don't know

10. How would you characterize your wait time?

- Short
- Reasonable
- Long
- Don't know

11. To what extent do you agree or disagree with the following that apply to the CBP Officer who processed you at the inspection booth?

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Communicated clearly?					
Processed your entry efficiently?					
Provided assistance when needed?					
Was professional?					
Was welcoming?					

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

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The signs were clear and informative					
The layout through the entry process was clear and easy to follow					
Officials were helpful in guiding travelers through the processing area					
The video shown in the entry process area was helpful and informative					
The processing area was welcoming					

13. Considering your entry process experience, do you feel welcomed to the U.S.?

- Strongly Agree
- Agree
- Neutral
- Disagree

Strongly Disagree

14. How did your entry process experience affect your desire to return to the United States?
(This question is for **non-U.S. citizens ONLY**)

- Positively
- Negatively
- No affect

15. How did your entry process experience affect your desire to travel internationally?
(This question is for **U.S. citizens ONLY**)

- Positively
- Negatively
- No affect

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

- More positive
- More negative
- No change

17. How would you describe this United States entry experience as compared to your last experience?

- More positive
- More negative
- No change
- N/A

18. If you were provided a mobile passport processing solution (i.e. – an app), would you utilize it?

- Yes
- No
- Not sure

19. Do you have any suggestions for improvement?

The survey is complete. Thank you for your time.

collection is voluntary. The estimated average time to complete this application is 5 minutes. If you have any comments regarding the burden estimate you can write to U.S. Customs and Border Protection, Office of Regulations and Rulings, 90 K Street, NE., Washington DC 20229.