

## Electronic System for Travel Authorization (ESTA) Traveler Satisfaction Survey



U.S. Customs and  
Border Protection

OMB No. 1651-0136

Expiration: 11/30/2017

The following questions ask about your experience on your trip to the United States when you were processed for admission. Please [click here](#) to take the survey.

Thank you for your participation.

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Paperwork Reduction Act Statement: An agency may not conduct or sponsor an information collection and a person is not required to respond to this information unless it displays a current valid OMB control number and an expiration date. The control number for this collection is 1651-0136. The estimated average time to complete this application is 8 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



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U.S. Customs and Border Protection thanks you for participating in this survey. There are 16 questions that ask about your experience when you were processed for admission during your last trip to the United States and should require about 6 minutes to complete. Your answers will not be shared outside of the Department of Homeland Security and will be used only to assist the U.S. government in providing the best customer service possible to international travelers arriving in the United States.

1. Are you 18 years old or older?

- Yes  
 No

2. Did you travel to the United States under the Visa Waiver Program?

- Yes  
 No

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3. When you arrived in the United States, which line did you wait in for inspection?

U.S. Citizen  
 Visitor  
 Global Entry Program Kiosk (U.S. Citizen)  
 Global Entry Program Kiosk (Visitor)

4. What Airport or Seaport location did you arrive through?

5. How long did you wait to complete the inspection process (not including waiting for your luggage).

- 5 minutes or less  
 6 to 15 minutes  
 16 to 30 minutes  
 31 to 60 minutes  
 More than 60 minutes  
 Do not Know

6. Was your wait time:

- A short period of time  
 Too long  
 Reasonable  
 Don't know

Preview

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7. Rate your interview with the U.S. Customs and Border Protection officer. He or she:

	Agree	Neutral	Disagree	Do not Know
Communicated clearly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appeared to process your arrival efficiently	<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"/>
Was professional	<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"/>

8. What did you think of the inspection area?

	Agree	Neutral	Disagree	Not Applicable/Don't Know
The signs were clear and informative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The entry process was clear and easy to follow	<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"/>
The video shown in the entry process area was helpful and informative	<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"/>

9. Based on the entry process, did you feel welcomed to the United States?

- Yes  
 No  
 Neutral

10. Did your experience with the entry process affect your desire to return to the US?

- Yes  
 No

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11. Do you feel more positive or more negative about returning to the United States?

- More Positive
  - More Negative
  - Neutral
- 

12. Did your experience with the entry process give you a more positive or negative impression of the United States?

- Positive
  - Negative
  - Neutral
- 

13. Including this last trip, how many times have you arrived in the United States in the past two (2) years?

- 1 time
  - 2 times
  - 3 times
  - 4 times
  - 5 or more times
  - Not Applicable/Don't Know
- 

14. What is your gender?

- Female
  - Male
- 

15. Which age category best describes you?

- 18 to 24
  - 25 to 34
  - 35 to 44
  - 45 to 54
  - 55 to 64
  - 65 or older
- 

Preview

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16. What country do you currently reside in?

Andorra  
Australia  
Austria  
Belgium

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17. What country are you a citizen of?

Andorra  
Australia  
Austria  
Belgium

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18. Language Spoken

English  
Italian  
Slovene  
Czech

Submit

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