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



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.

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?

O Yes

ONo

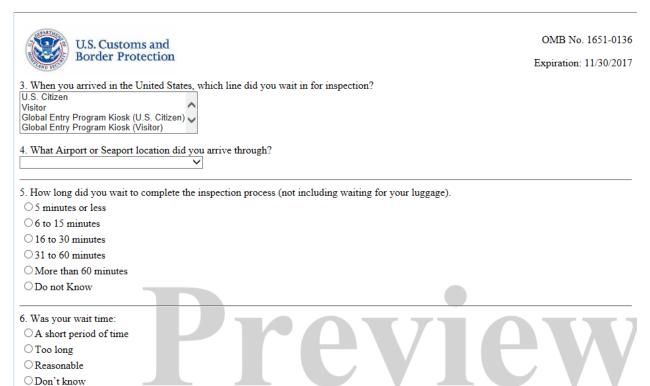
2. Did you travel to the United States under the Visa Waiver Program?

O Yes

○No

Next

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	Agree	Neutra	l Dis	agree	Do not Kn	ow	
Communicated clearly	0	0		0	0		
Appeared to process your arrival efficiently	0	0		0	0		
Provided assistance when needed	0	0		0	0		
Was professional	0	0		0	0		
Was welcoming	0	0		0	0		
8. What did you think of the inspection area?							
	Agre	e Neutral	Disagree	Not Ap	plicable/Don't	Kno	
The signs were clear and informative	0	0	0		0		
The entry process was clear and easy to follow	0	0	0		0		
Officials were helpful in guiding travelers through the processing area	0	0	0	0			
The video shown in the entry process area was helpful and informative	0	0	0		0		
The processing area was welcoming	0	0	0		0		
		V				$\overline{}$	
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							
Next							

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and a	-
11. Do you feel more positive or more	negative about returning to the United States?
O More Positive	
O More Negative	
O Neutral	
12. Did your experience with the entry	process give you a more positive or negative impression of the United States?
O Positive	
O Negative	
O Neutral	
13. Including this last trip, how many	times have you arrived in the United States in the past two (2) years?
○1 time	
O 2 times	
O 3 times	
○ 4 times	
○ 5 or more times	
O Not Applicable/Don't Know	
14. What is your gender?	
O Female	
○ Male	
15. Which age category bests describe	s you?
○ 18 to 24	
○ 25 to 34	
○35 to 44	
○ 45 to 54	
○ 55 to 64	
○ 65 or older	

16. What coun	ntry do you currer	ntly reside in?				
Australia Austria Belgium	<del>\$</del>		T	<b>L</b> 7		7
17. What cour Andorra Australia Austria Belgium	ntry are you a citiz	zen of?				
18. Language English Italian Slovene Czech	Spoken					
Submit						

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