

Reimbursable Services Program Stakeholder Feedback Form

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Reimbursable Services Program Stakeholder Feedback Form

U.S. Customs and Border Protection (CBP) appreciates your feedback on the Reimbursable Services Program. What you tell us about the program helps us to improve our partnership.

Your participation is voluntary, and your responses are confidential.

Please enter your unique access code and click "Continue to Form" below.

If you are continuing a saved response, the form will pick up where you left off.

OMB No. 1651-0136, Expiration: 11/30/2017

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Code:

Reimbursable Services Program Stakeholder Feedback Form

Program Utilization:

Progress 

Program Utilization:

1) On Average, with what frequency did you as the stakeholder use the Reimbursable Services Program?

- Daily Weekly Monthly Every other Month Less than five times Never

If Never, please explain why you did not use the program

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Program Satisfaction Questions:

Progress

Program Satisfaction:

1) Overall, how satisfied are you with the Reimbursable Services Program (RSP)?

Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

Please Describe:

2) How satisfied are you with the level of service provided by CBP Headquarters Staff?

Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

Please Describe:

3) How satisfied are you with the level of service provided by CBP Port Staff?

Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

Please Describe:

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Program Satisfaction Questions (Continued):

4) How satisfied are you with the process for requesting services?

- Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

Please Describe:

5) How satisfied are you with CBP's fulfillment of your requested services?

- Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

Please Describe:

6) How satisfied are you with the billing process?

- Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

Please Describe:

7) How satisfied are you with the payment process?

- Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

Please Describe:

8) How satisfied are you with the Monthly Metrics Reports?

- Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

Please Describe:

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Program Satisfaction Questions (Continued):

9) How satisfied are you with the Annual Overview Report?

Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

Please Describe:

10) How satisfied are you with your meetings and local coordination with CBP staff?

Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

Please Describe:

11) How satisfied are you with the program meeting your goals and needs?

Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

Please Describe:

12) Is there anything CBP can do to increase your satisfaction with the program?

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Program Impact Questions:

Progress

Program Impact:

1) In general, has RSP had a positive impact **for you as the stakeholder?**

Yes No N/A

Please Describe:

2) Has RSP provided a positive impact for **your own stakeholders and/or the community?**

Yes No N/A

Please Describe:

3) Has RSP received positive attention from **local media?**

Yes No N/A

Please Describe:

4) Has RSP received positive attention from **state/local government officials or public representatives?**

Yes No N/A

Please Describe:

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Port Type Selection:

The user will then only see questions pertaining to the selected port type.

Progress 

1) Please select your Port Type

Air Land Sea

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Air Port of Entry Questions:

Progress

Impact to Airport Operations

1) Has the airport seen an increase in the **total number of flights** due to the program?

Yes No

Please Describe:

2) Will the availability of the program impact your **forecasts for total number of flights next year?**

Yes No

Please Describe:

3) Has the airport been able to **add flights outside of CBP's normal operating hours?**

Yes No

Please Describe:

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Air Port of Entry Questions (Continued):

4) Has the airport been able to reschedule flights because of the program availability?

Yes No

Please Describe:

5) Has there been a reduction in primary processing wait times due to RSP hours?

Yes No

Please Describe:

6) Have the airlines reported a decrease in the number of missed passenger connections?

Yes No

Please Describe:

7) Have the airlines reported a decrease in the number of missed baggage connections?

Yes No

Please Describe:

8) Have flights been processed more quickly through CBP?

Yes No

Please Describe:

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Air Port of Entry Questions (Continued):

9) In general, has RSP had a positive impact on **traveler satisfaction** at your airport?

Yes No

Please Describe:

10) Do the **airlines favor the program** at your airport?

Yes No

Please Describe:

11) Briefly describe how you are utilizing the program to date:

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Land Port of Entry Questions:

Progress

Impact to Land Port Of Entry Operations:

1) Have you seen an increase in pedestrian volume?

Yes No N/A

Please Describe:

2) Have you seen a decrease in pedestrian wait times?

Yes No N/A

Please Describe:

3) Have you seen an increase in personally owned vehicle volume?

Yes No N/A

Please Describe:

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Land Port of Entry Questions (Continued):

4) Have you seen a **decrease in personally owned vehicle wait times?**

Yes No N/A

Please Describe:

5) Have you seen an **increase in commercially owned vehicle volume?**

Yes No N/A

Please Describe:

6) Have you seen a **decrease in commercially owned vehicle wait times?**

Yes No N/A

Please Describe:

7) Will the availability of the program **positively impact your traffic forecasts for next year?**

Yes No N/A

Please Describe:

8) In general, has RSP had a positive impact on **traveler satisfaction** at your port?

Yes No N/A

Please Describe:

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Land Port of Entry Questions (Continued):

9) Have you seen an increase in toll revenue?

Yes No N/A

Please Describe:

10) Do your stakeholders favor the program at your port?

Yes No N/A

Please Describe:

11) Briefly describe how you are utilizing this program to date:

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Sea Port of Entry Questions:

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Progress

Impact to Sea Port of Entry Operations:

1) Have you seen a decrease in passenger wait times during RSP usage?

Yes No N/A

Please Describe:

2) Has the program provided additional opportunities for cargo and commercial goods to be processed?

Yes No N/A

Please Describe:

3) Has there been an increase in vessels being cleared?

Yes No N/A

Please Describe:

Sea Port of Entry Questions (Continued):

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4) Do your local stakeholders favor the program?

- Yes No N/A

Please Describe:

5) In general, has RSP had a positive impact on traveler satisfaction at your port?

- Yes No N/A

Please Describe:

6) Briefly describe how you are utilizing this program to date:

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Concluding Comments from Stakeholders:

Progress 

Concluding Comments:

1) What goals are you trying to achieve in utilizing the program?

2) Has the program helped you meet those goals?

Yes No

3) Do you plan to request services throughout the remainder of the year?

Yes No

4) Please provide any additional comments or feedback with respect to RSP:

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Thank you for your response!

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