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

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.

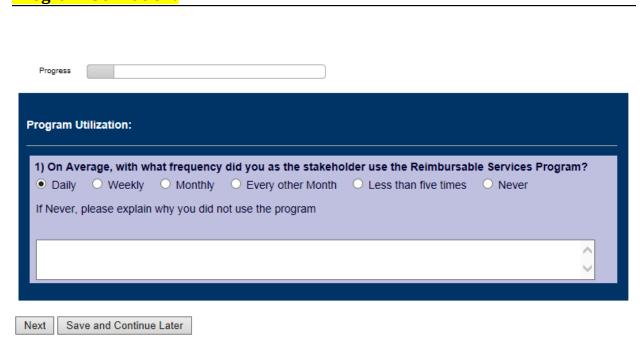
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Paperwork Reduction Act Statement: An agency may not conduct or sponsor an information collection and a person is not required to respond to this information unless it displays a current valid OMB control number and an expiration date. The control number for this collection is 1651-0136. This collection is voluntary. The estimated average time to complete this application is 10 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.

Code:	

Continue to Form

Program Utilization:



Program Satisfaction Questions:

Progress				
Program Satisfaction:				
1) Overall, how satisfied Very Dissatisfied Please Describe:	ed are you with t Dissatisfied		ces Program (RSP)?	
				\$
			/ CBP Headquarters S	staff?
				¢
3) How satisfied are you Very Dissatisfied Please Describe:			CBP Port Staff?	
				Ĉ.

Program Satisfaction Questions (Continued):

4) How satisfied are ye	ou with the pro	cess for rec	questing serv	rices?	
O Very Dissatisfied	O Dissatisfied	O Neutral	 Satisfied 	Very Satisfied	
Please Describe:					
					^
					~
5) How satisfied are ye	ou with CBP's f	fulfillment o	of vour reque	sted services?	
				Very Satisfied	
Please Describe:				•	
					^
					~
6) How satisfied are yo					
O Very Dissatisfied	 Dissatisfied 	O Neutral	 Satisfied 	 Very Satisfied 	
Please Describe:					
					Û
					· ·
7) How satisfied are ye	ou with the pay	ment proce	ess?		
O Very Dissatisfied	O Dissatisfied	O Neutral	 Satisfied 	Very Satisfied	
Please Describe:					
					^
					~
8) How satisfied are ye	ou with the Mar	thly Motric	e Ponorte?		
Very Dissatisfied		_	_	Very Satisfied	
Please Describe:				,	
ricase Describe.					
					V

Program Satisfaction Questions (Continued):

9) How satisfied are you with the Annual Overview Report? Overy Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied Please Describe:	
	Ç
10) How satisfied are you with your meetings and local coordination with CBP staff? Overy Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied Please Describe:	
	Ç
11) How satisfied are you with the program meeting your goals and needs? Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied Please Describe:	
○ Very Dissatisfied ○ Dissatisfied ○ Neutral ○ Satisfied ○ Very Satisfied	\$
○ Very Dissatisfied ○ Dissatisfied ○ Neutral ○ Satisfied ○ Very Satisfied	\$

Program Impact Questions:

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Save and Continue Later

Progress	
Program Impact:	
1) In general, has RSP had a positive impact for you as the stakeholder? O Yes O No O N/A	
Please Describe:	
	Ç.
2) Has RSP provided a positive impact for your own stakeholders and/or the community? O Yes O No O N/A	
Please Describe:	
	Ç
3) Has RSP received positive attention from local media? O Yes O No O N/A	
Please Describe:	
	Ŷ.
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:

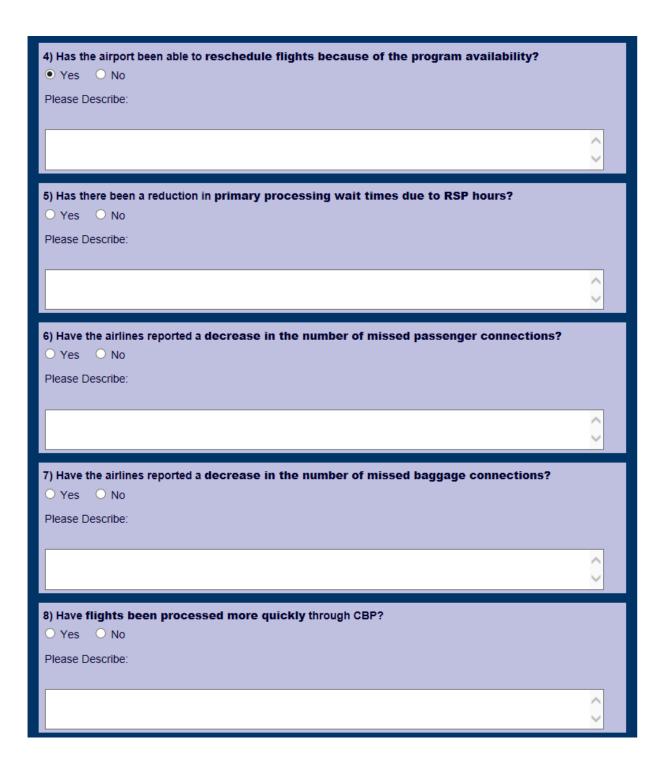
The user will then only see questions pertaining to the selected port type.

Progress				
	se select your Por			

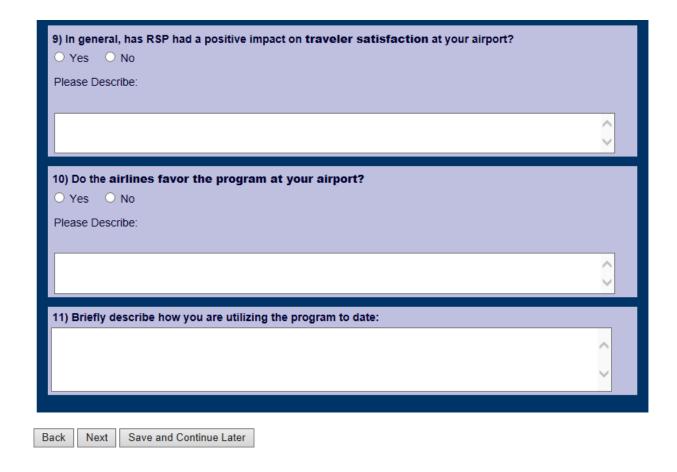
Air Port of Entry Questions:



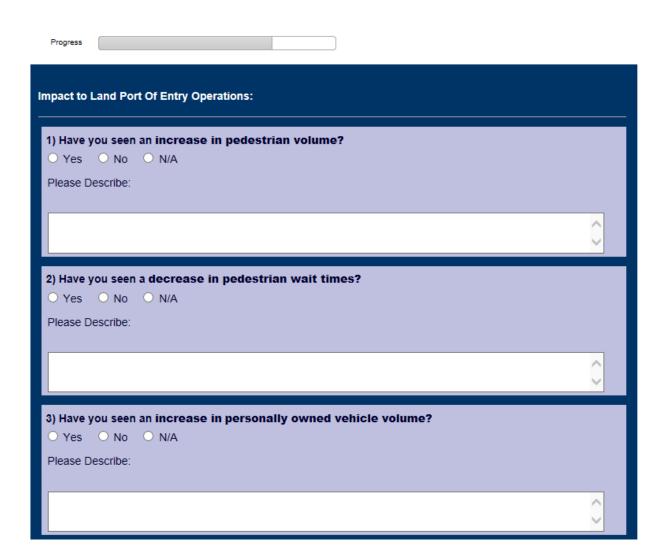
Air Port of Entry Questions (Continued):



Air Port of Entry Questions (Continued):



Land Port of Entry Questions:



Land Port of Entry Questions (Continued):

4) Have you seen a decrease in personally owned vehicle wait times?	
○ Yes ○ No ○ N/A	
Please Describe:	
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5) Have you seen an increase in commercially owned vehicle volume?	
○ Yes ○ No ○ N/A	
Please Describe:	
	Ť
6) Have you seen a decrease in commercially owned vehicle wait times?	
○ Yes ○ No ○ N/A Please Describe:	
Please Describe:	
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7) Will the availability of the program positively impact your traffic forecasts for next year?	
○ Yes ○ No ○ N/A	
Please Describe:	
	$\hat{\mathcal{L}}$
8) In general, has RSP had a positive impact on traveler satisfaction at your port? Yes No N/A	
Please Describe:	
i icuse Describe.	
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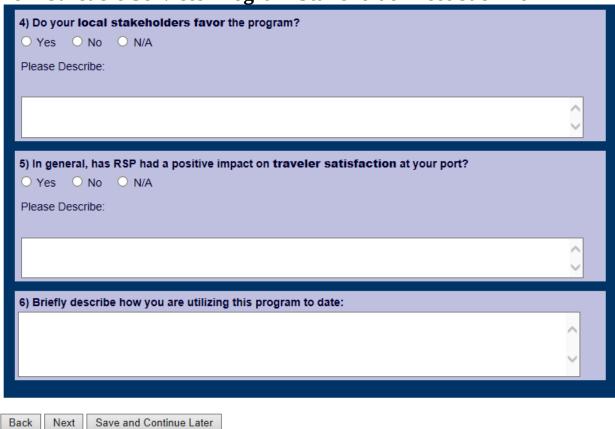
Land Port of Entry Questions (Continued):

9) Have you seen an increase in toll revenue? O Yes O No N/A	
Please Describe:	
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10) Do your stakeholders favor the program at your port? O Yes O No N/A	
Please Describe:	
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11) Briefly describe how you are utilizing this program to date:	
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Sea Port of Entry Questions:

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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:	
	Ç.
2) Has the program provided additional opportunities for cargo and commercial goods to be processed?	
○ Yes ○ No ○ N/A Please Describe:	
	Ç
3) Has there been an increase in vessels being cleared? Yes No N/A	
Please Describe:	
	Ĉ.

Sea Port of Entry Questions (Continued):



Concluding Comments from Stakeholders:

Progress	
Concluding Comments:	
1) What goals are you trying to achieve in utilizing the program?	
	Ŷ
2) Has the program helped you meet those goals?	
○ Yes ○ No	
	Ç.
3) Do you plan to request services throughout the remainder of the year? Yes No	
	Ĉ
4) Please provide any additional comments or feedback with respect to RSP:	
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Thank You Page:

Thank you for your response!

Print Response