Passport Forecast Study Questionnaire - Introductions, Screeners, and Core & Demographic Questions

INTRO

Hello. I am (FIRST NAME, LAST NAME) calling on behalf of the U.S. Department of State, Passport Services.

We are conducting interviews with Americans ages 18 and older to help the Department of State better serve the American public's need for passport services in the coming months and years. We mailed a letter about this study to your household (a couple days ago/last week/at the beginning of the month).Do you recall seeing that letter?

IF REQUESTED: Additional Information on the study can be found by searching in the Federal Register under the OMB control # 1405-0177, expiration date XX/XX/XXXX, at https://www.federalregister.gov/. The estimated burden is 10 minutes. If you have comments regarding the interview length or content, please email PassportStudy@state.gov

[IF NEEDED: I am calling from STR, a public opinion research firm located in the greater Philadelphia area. We are conducting the research on behalf of the U.S. Department of State, Passport Services.]

[IF NEEDED: Whether you/your household require passport services or not, your participation in this study can help improve customer service, allocate sufficient personnel; develop new products and plan for what citizens require.]

[IF NEEDED: Your household was selected at random. It is important a person who is knowledgeable about the travel habits of your household to complete the interview.]

[IF NEEDED: We will not ask for your name. Your answers are anonymous and confidential and will not be linked to any personally identifying information. All answers from all participants are combined together to form statistical summaries.]

a)	YES	→SKIP TO ADULT
b)	NO	
c)	DON'T KNOW	

ОМВ

Your participation, while voluntary, will be essential to the success of the study. This interview is estimated to take less than 10 minutes to complete. We will not ask your name. Your answers will be kept private to the extent permitted by law and identifying information will not be released outside of

the Department of State. All answers from all participants are combined together to form statistical summaries. If you want additional information, I can provide that to you now or at the end of the interview.

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ENTER A TO CONTINUE

ADULT

Before we continue, please confirm that you are an adult, that is, you are at least 18 years old or older?

a)YES, ADULT ON PHONE

→SKIP TO RESPONDENT

b)NO, ADULT COMING TO PHONE c)NO, NO ADULT HOME NOW

→ SKIP TO CALLBACK SCHEDULING

d)NO ADULT LIVES IN THE HOUSEHOLD→CODE AS INELIGIBLE

INTRO1

Hello. I am (FIRST NAME, LAST NAME) calling on behalf of the U.S. Department of State, Passport Services.

We are conducting interviews with Americans ages 18 and older to help the Department of State better serve the American public's need for passport services in the coming months and years. We mailed a letter about this study to your household (a couple days ago/last week/at the beginning of the month). Do you recall seeing that letter?

IF REQUESTED: Additional Information on the study can be found by in the Federal Register under the OMB control # 1405-0177, expiration date XX/XX/XXXX, at https://www.federalregister.gov/. The estimated burden is 10 minutes. If you have comments regarding the interview length or content, please email PassportStudy@state.gov.

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[IF NEEDED: Your household was selected at random. It is important a person who is knowledgeable about the travel habits of your household to complete the interview.]

[IF NEEDED: We will not ask for your name. Your answers are anonymous and confidential and will not be linked to any personally identifying information. All answers from all participants are combined together to form statistical summaries.]

a)YES →SKIP TO ADULT1 b)NO c)DON'T KNOW

OMB1

Your participation, while voluntary, will be essential to the success of the study. This interview is estimated to take less than 10 minutes to complete. We will not ask your name. Your answers will be kept private to the extent permitted by law and identifying information will not be released outside of the Department of State. All answers from all participants are combined together to form statistical summaries. If you want additional information, I can provide that to you now or at the end of the interview.

IF REQUESTED: : Additional Information on the study can be found by in the Federal Register under the OMB control # 1405-0177, expiration date XX/XX/XXXX, at <u>https://www.federalregister.gov/</u>. The estimated burden is 10 minutes. If you have comments regarding the interview length or content, please email PassportStudy@state.gov.

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[IF NEEDED: Whether you/your household require passport services or not, your participation in this study can help improve customer service, allocate sufficient personnel; develop new products and plan for what citizens require.]

[IF NEEDED: Your household was selected at random. It is important a person who is knowledgeable about the travel habits of your household to complete the interview.]

[IF NEEDED: This data collection consists of a voluntary interview. We will not ask for your name. Your answers will be kept private to the extent permitted by law and identifying information will not be released outside the Department of State. All answers from all participants are combined together to form statistical summaries.]

ENTER A TO CONTINUE TO ADULT 1

RESPONDENT

Are you able to answer a few basic questions about the general travel habits of your household?

[IF NEEDED: It is just basic questions such as whether each person has a passport or intends to get a passport.]

[IF NEEDED: This interview takes only about 10 minutes to complete. Let's get started.]

a) YES	\rightarrow SKIP TO CORE Q1
b) NO	

c)	DON'T KNOW	\rightarrow SKIP TO CORE Q1
d)	REFUSED	→CODE AS REFUSAL

KNOWR

May I please speak with the adult household member who would be more knowledgeable about the general travel habits of your household?

a) YES, COMING TO PHONE	
b) NO, NOT AVAILABLE NOW	\rightarrow SKIP TO CALLBACK SCHEDULING
c) REFUSED	→CODE AS REFUSAL

INTRO2

Hello. I am (FIRST NAME, LAST NAME) calling on behalf of the U.S. Department of State, Passport Services.

We are conducting interviews with Americans ages 18 and older to help the Department of State better serve the American public's need for passport services in the coming months and years. We mailed a letter about this study to your household (a couple days ago/last week/at the beginning of the month). Do you recall seeing that letter?

IF REQUESTED: Additional Information on the study can be found by in the Federal Register under the OMB control # 1405-0177, expiration date XX/XX/XXXX, at https://www.federalregister.gov/. The estimated burden is 10 minutes. If you have comments regarding the interview length or content, please email PassportStudy@state.gov.

[IF NEEDED: I am calling from STR, a public opinion research firm located in the greater Philadelphia area. We are conducting the research on behalf of the U.S. Department of State, Passport Services.]

[IF NEEDED: Whether you/your household require passport services or not, your participation in this study can help improve customer service, allocate sufficient personnel; develop new products and plan for what citizens require.]

[IF NEEDED: Your household was selected at random. It is important a person who is knowledgeable about the travel habits of your household to complete the interview.]

[IF NEEDED: We will not ask for your name. Your answers are anonymous and confidential and will not be linked to any personally identifying information. All answers from all participants are combined together to form statistical summaries.]

a) YES

→SKIP TO ADULT2

- b) NO
- c) DON'T KNOW

OMB2

Your participation, while voluntary, will be essential to the success of the study. This interview [use "questionnaire" for web version?] is estimated to take less than 10 minutes to complete. If you want additional information, I can provide that to you now or at the end of the interview.

IF REQUESTED: : Additional Information on the study can be found by in the Federal Register under the OMB control # 1405-0177, expiration date XX/XX/XXXX, at <u>https://www.federalregister.gov/</u>. The estimated burden is 10 minutes. If you have comments regarding the interview length or content, please email PassportStudy@state.gov.

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[IF NEEDED: Your household was selected at random. It is important a person who is knowledgeable about the travel habits of your household complete the interview.]

[IF NEEDED: We will not ask for your name. Your answers are anonymous and confidential and will not be linked to any personally identifying information. All answers from all participants are combined together to form statistical summaries.]

ENTER A TO CONTINUE TO ADULT2

ADULT2

Before we continue, please confirm that you are an adult, that is, you are at least 18 years old or older?

- a) YES, ADULT ON PHONE
- b) NO, ADULT COMING TO PHONE
- c) NO, NO ADULT HOME NOW SCHEDULING
- d) NO ADULT LIVES IN THE HOUSEHOLD

→CODE AS INELIGIBLE

→ SKIP TO INTRO2...

→ SKIP TO CALLBACK

RESPONDENT1

Are you able to answer a few basic questions about the general travel habits of your household?

[IF NEEDED: It is just basic questions such as whether each person has a passport or intends to get a passport.]

[IF NEEDED: This interview takes only about 10 minutes to complete. Let's get started.]

a) YES	→SKIP TO CORE Q1
b) NO	\rightarrow SKIP TO KNOWR1
c) DON'T KNOW	\rightarrow SKIP TO CORE Q1
d) REFUSED	\rightarrow CODE AS REFUSAL

Web Intro:

We are conducting interviews with Americans ages 18 and older to help the Department of State better serve the American public's need for passport services in the coming months and years. Your household was selected at random. It is important for a person who is knowledgeable about the travel habits of your household to complete this interview. Your participation, while voluntary, will be essential to the success of the study. Your responses are confidential and individual responses will not be used to identify respondents for any purposes.

Thank you for participating in this important research!

CORE - PASSPORT FORECAST SECTION

- 1. Do you currently have a valid:
 - a) U.S. passport BOOK (valid for international air, land, or sea travel),
 - b) U.S. passport CARD (sized like a driver's license and valid for land and sea travel only),
 - c) Both a U.S. passport book and card,
 - d) Or do you not currently have any valid U.S. passport?

Which of the following do you currently have?

- Valid U.S. passport **BOOK**(valid for international air, land, or sea travel)
- Valid U.S. passport **CARD**(sized like a driver's license and valid for land and sea travel only)
- Both a valid U.S. passport book and valid passport card
- None of the above

- 2. When did you last get a new or renewed passport? Was it:
 - a) Within the last 12 months,
 - b) 1 year to less than 2 years ago,
 - c) 2 years to less than 3 years ago,
 - d) 3 years to less than 4 years ago,
 - e) 4 years to less than 10 years ago,
 - f) 10 or more years ago,
 - g) Or have you never had a U.S. passport?→Skip to PASSPORT FORECAST Q4
 - h) DON'T KNOW
 - i) REFUSED

When did you last get a new or renewed passport? Was it:

- ^O Within the last 12 months
- I year to less than 2 years ago
- Q 2 years to less than 3 years ago
- O 3 years to less than 4 years ago
- 4 years to less than 10 years ago
- I have never had a U.S. passport.
- O Don't know
- 3. Which of the following best describes how you applied for your most recent U.S. passport (new or renewed, book or card):
 - a) Filled out the forms in person at a U.S. Passport Agency location,
 - b) Filled out the forms in person at a Post Office,
 - c) Filled out the forms in person at a city hall, court house, or other government office (not a U.S. Passport Agency location or Post Office),
 - d) Filled out the forms myself and then mailed them in, or
 - e) Some other way?
 - f) DON'T KNOW
 - g) REFUSED

Which of the following best describes how you applied for your most recent U.S. passport (new or renewed, book or card)?

Filled out the forms in person at a U.S. Passport Agency location

- **C** Filled out the forms in person at the Post Office
- Filled out the forms in person at a city hall, court house, or other government office (not a U.S. Passport Agency location or Post Office)
- **C** Filled out the forms myself and then mailed them in
- I applied in some other way.
- O Don't know
- 4. Do you plan to apply for either a new, renewed or replacement U.S. passport at some point in the next three years?
 - a) YES
 - b) NO \rightarrow Skip to PASSPORT FORECAST Q8
 - c) DON'T KNOW \rightarrow Skip to PASSPORT FORECAST Q8
 - d) REFUSED \rightarrow Skip to PASSPORT FORECAST Q8

Do you plan to apply for either a new, renewed or replacement U.S. passport at some point in the next three years?

- C Yes
- C No
- On't know
- 4a. Will that be a:
 - a) Passport book,
 - b) Passport card, or \rightarrow Skip to PASSPORT FORECAST 5b
 - c) both a passport book **and** card?
 - d) DON'T KNOW
 - e) REFUSED
- Passport book
- O Passport card
- O Both a passport book AND card
- On't know

When you apply for a renewal, for which of the following will you apply?

5a. When might you apply for a new, renewed, or replacement U.S. passport book? Would you say:

- a) I've already applied for and am waiting to receive it, \rightarrow IF 4a = a, Skip to PASSPORT FORECAST Q8
- b) In the next 6 months, \rightarrow IF 4a = a, Skip to PASSPORT FORECAST Q6a
- c) In the next 7-12 months, \rightarrow IF 4a = a, Skip to PASSPORT FORECAST Q6a
- d) In more than 1 year to less than 2 years, or \rightarrow IF 4a = a, Skip to PASSPORT FORECAST Q6a
- e) In 2 or more years? \rightarrow IF 4a = a, Skip to PASSPORT FORECAST Q6a
- f) DON'T KNOW \rightarrow IF 4a = a, Skip to PASSPORT FORECAST Q8
- g) REFUSED \rightarrow IF 4a = a, Skip to PASSPORT FORECAST Q8

When might you apply for a new, renewed, or replacement U.S. passport **book**:

- C l've already applied for one and am waiting to receive
- In the next 6 months
- In the next 7 12 months
- In more than 1 year but less than 2 years
- In 2 or more years
- O Don't know

it

- 5b. When might you apply for a new, renewed, or replacement U.S. passport card:
 - a) I've already applied for one and am waiting to receive it, \rightarrow Skip to PASSPORT FORECAST Q8
 - b) In the next 6 months, \rightarrow IF 4a = b, Skip to PASSPORT FORECAST Q6b
 - c) In the next 7-12 months, \rightarrow IF 4a = b, Skip to PASSPORT FORECAST Q6b
 - d) In more than 1 year but less than 2 years, or \rightarrow IF 4a = b, Skip to PASSPORT FORECAST Q6b
 - e) In 2 or more years? \rightarrow IF 4a = b, Skip to PASSPORT FORECAST Q6b
 - f) DON'T KNOW \rightarrow Skip to PASSPORT FORECAST Q8
 - g) REFUSED \rightarrow Skip to PASSPORT FORECAST Q8

When might you apply for a new, renewed, or replacement U.S. passport card:

- I've already applied for one and am waiting to receive it
- C In the next 6 months
- In the next 7 12 months
- In more than 1 year but less than 2 years
- In 2 or more years
- O Don't know
- 6a. How likely is it that you will apply for a U.S. passport book [INSERT ANSWER TO 5a]:
 - a) Not at all likely,
 - b) A little likely,
 - c) Somewhat likely,
 - d) Likely, or
 - e) Extremely likely?
 - f) DON'T KNOW
 - g) REFUSED

How likely is it that you will apply for a U.S. passport book **in the next 7 - 12** months?

- O Not at all likely
- A little likely
- Somewhat likely
- C Likely
- C Extremely likely
- O Don't know
 - \rightarrow IF 4a = a, Skip to PASSPORT FORECAST Q7a
- 6b. How likely is it that you will apply for a U.S. passport card [INSERT ANSWER TO 5b]:
 - a) Not at all likely,
 - b) A little likely,
 - c) Somewhat likely,
 - d) Likely, or
 - e) Extremely likely?
 - f) DON'T KNOW
 - g) REFUSED

How likely is it that you will apply for a U.S. passport card **in the next 7 - 12** months?

- O Not at all likely
- C A little likely
- O Somewhat likely
- C Likely
- C Extremely likely
- O Don't know

- 7a.Passport Services would like to get more information about when you might apply for a U.S. passport book. Please indicate during which month and year you are most likely to apply for a U.S. passport book.
 - 7am. ENTER MONTH DON'T KNOW REFUSED
 7ay. ENTER YEAR DON'T KNOW REFUSED

Passport Services would like to get more information about when you might apply for a U.S. passport **book**. Please indicate during which month and year you are most likely to apply for a U.S. passport book.

ENTER MONTH AND YEAR

 \rightarrow IF 4a = a, Skip to PASSPORT FORECAST Q8

7b.Passport Services would like to get more information about when you might apply for a U.S. passport card. Please indicate during which month and year you are most likely to apply for a U.S. passport card.

7bm. ENTER MONTH DON'T KNOW REFUSED 7by. ENTER YEAR DON'T KNOW REFUSED Passport Services would like to get more information about when you might apply for a U.S. passport card. Please indicate during which month and year you are most likely to apply for a U.S. passport card.

ENTER MONTH AND YEAR

- 8. Did you have prior plans to get a passport (book or card) in the past 12 months, but then decided **not** to apply for a passport (book or card)?
 - a) YES
 - b) NO \rightarrow Skip to PASSPORT FORECAST Q10
 - c) DON'T KNOW \rightarrow Skip to PASSPORT FORECAST Q10
 - d) REFUSED \rightarrow Skip to PASSPORT FORECAST Q10

Did you have prior plans to get a passport (book or card) in the past 12 months, but then decided **not** to apply for a passport (book or card)?

- 🗘 Yes
- 🔘 No
- O Don't know
- 9. What was the **primary** reason you changed your plans to obtain a passport (book or card):
 - a) Your personal travel needs changed,
 - b) Your business travel needs changed,
 - c) Your personal financial situation changed,
 - d) The overall economic downturn,
 - e) Concerns about the spread of disease while traveling,
 - f) Unsafe conditions in your planned international travel location,
 - g) The costs for planned travel were too high, or
 - h) Something else?
 - i) DON'T KNOW
 - j) REFUSED

What was the **primary** reason you changed your plans to obtain a passport (book or <mark>card)?</mark>

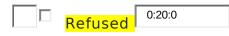
- O My personal travel needs changed
- O My business travel needs changed
- My personal financial situation changed
- C The overall economic downturn
- C Concerns about the spread of disease while traveling
- C Unsafe conditions in my planned international travel location
- C The costs for planned travel were too high
- Some other reason
- O Don't know
- 10. How many children under the age of 18 currently live in your household? ZERO \rightarrow Skip to PASSPORT FORECAST Q11

ENTER NUMBER IN VALID RANGE OF ONE-TWENTY

DON'T KNOW \rightarrow Skip to PASSPORT FORECAST Q11 REFUSED \rightarrow Skip to PASSPORT FORECAST Q11

How many children under the age of 18 currently live in your household?

Enter 0 if there are no children under 18 in your household



10A.To help predict the future demand for U.S. passports, Passport Services would like to know about the passport plans for the [one child/children]<u>under the age of 18</u> currently living in your household. [Let's start with the (younger/youngest child).]

10Aa. How old is this child?

ENTER YEARS [VALID RANGE 0-17] IF ZERO YEARS, ENTER MONTHS [VALID RANGE 0-11] IF ZERO MONTHS, ENTER WEEKS [VALID RANGE 0-4] IF ZERO WEEKS, ENTERS DAYS [VALID RANGE 1-6] → IF AGE PROVIDED SKIP TO PASSPORT FORECAST 10Ab

DON'T KNOW \rightarrow GO TO 10Aage REFUSED \rightarrow GO TO 10Aage

To help predict the future demand for U.S. passports, Passport Services would like to know about the passport plans for the children <u>under the age of 18</u> currently living in your household.

Let's start with the younger child.

How old is this child?

Enter 0 for under 1 year old.

Refused 0:17:0

10Aage. Age is an important factor in understanding passport service needs. Please estimate in which of the following general categories is this child's age as of today:

- a) Newborn through 5 years old,
- b) 6 through10 years old,
- c) 11 through 13 years old
- d) 14 through 15 years old, or
- e) 16 through 18 years old?
- f) DON'T KNOW
- g) REFUSED

Age is an important factor in understanding passport service needs. Please estimate in which of the following general categories is this child's age as of today:

- Newborn through 5 years old
- 6 through10 years old
- 11 through13 years old
- 14 through 15 years old
- 16 through18 years old
- O Don't Know
- C Refused

10Ab. Is this child:

- a) Male or
- b) Female?
- c) DON'T KNOW
- d) REFUSED

Is this child male or female?



10Ac.Does [he/she/this child] currently have a valid U.S. passport?

- a) YES
- b) NO
- c) DON'T KNOW
- d) REFUSED

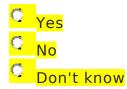
Does he/she currently have a valid U.S. passport?



Don't know

- 10Ad. Will this child be applying for a new, renewed, or replacement U.S. passport in the next 12 months?
 - a) YES
 - b) NO →IF Q10=1, Skip to PASSPORT FORECAST Q11, OTHERWISE SKIP TO 10B
 - c) DON'T KNOW \rightarrow IF Q10=1, Skip to PASSPORT FORECAST Q11, OTHERWISE SKIP TO 10B
 - d) REFUSED \rightarrow IF Q10=1, Skip to PASSPORT FORECAST Q11, OTHERWISE SKIP TO 10B

Will this child be applying for a new, renewed, or replacement U.S. passport in the next 12 months?



- 10Ae. In what month and year will [he/she] be applying for a new, renewed, or replacement U.S. passport?
 - 10Aea. ENTER MONTH DON'T KNOW REFUSED
 - 10Aeb. ENTER YEAR DON'T KNOW REFUSED

ALL \rightarrow IF Q10=1, Skip to PASSPORT FORECAST Q11, OTHERWISE SKIP TO 10B

In what month and year will he be applying for a new, renewed, or replacement U.S. passport?

If unsure, mark the earliest month likely to apply.

ENTER MONTH AND YEAR

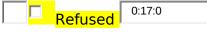
10Ba. And now for the (older/next youngest) child. How old is this child?

ENTER YEARS [VALID RANGE 0-17] IF ZERO YEARS, ENTER MONTHS [VALID RANGE 0-11] IF ZERO MONTHS, ENTER WEEKS [VALID RANGE 0-4] IF ZERO WEEKS, ENTERS DAYS [VALID RANGE 1-6] → IF AGE PROVIDED SKIP TO PASSPORT FORECAST 10Bb

DON'T KNOW \rightarrow GO TO 10Bage REFUSED \rightarrow GO TO 10Bage

And now for the older child.

Enter 0 for under 1 year old.



10Bage. Please estimate in which of the following general categories is this child's age as of today:

- a) Newborn through 5 years old,
- b) 6 through10 years old,
- c) 11 through13 years old,
- d) 14 through 15 years old, or
- e) 16 through18 years old?
- f) DON'T KNOW
- g) REFUSED

Please estimate in which of the following general categories is this child's age as of today:

- Newborn through 5 years old
- 6 through10 years old
- ^O 11 through13 years old
- 14 through 15 years old
- C 16 through18 years old
- 😳 Don't Know
- C Refused

10Bb. Is this child:

- a) Male or
- b) Female?
- c) DON'T KNOW
- d) REFUSED

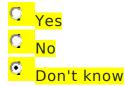
Is this child male or female?



10Bc.Does [he/she/this child] currently have a valid U.S. passport?

- a) YES
- b) NO
- c) DON'T KNOW
- d) REFUSED

Does he/she currently have a valid U.S. passport?

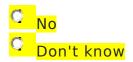


10Bd. Will this child be applying for a new, renewed, or replacement U.S. passport in the next 12 months?

- a) YES
- b) NO \rightarrow IF Q10 >2, SKIP TO Q10Ca, OTHERWISE SKIP TO PASSPORT FORECAST Q11
- c) DON'T KNOW \rightarrow IF Q10 > 2, SKIP TO Q10Ca, OTHERWISE SKIP TO PASSPORT FORECAST Q11
- d) REFUSED \rightarrow IF Q10 > 2, SKIP TO Q10Ca, OTHERWISE SKIP TO PASSPORT FORECAST Q11

Will this child be applying for a new, renewed, or replacement U.S. passport in the next 12 months?





10Be. In what month and year will [he/she] be applying for a new, renewed, or replacement U.S. passport?

10Bea. ENTER MONTH DON'T KNOW REFUSED
10Beb. ENTER YEAR → IF Q10 > 2, SKIP TO Q10Ca, OTHERWISE SKIP TO PASSPORT FORECAST Q11 DON'T KNOW → IF Q10 > 2, SKIP TO Q10Ca, OTHERWISE SKIP TO PASSPORT FORECAST Q11 REFUSED → IF Q10 > 2, SKIP TO Q10Ca, OTHERWISE SKIP TO PASSPORT FORECAST Q11

In what month and year will he be applying for a new, renewed, or replacement U.S. passport?

If unsure, mark the earliest month likely to apply.

ENTER MONTH AND YEAR

10Ca. How old is the next oldest child?

ENTER YEARS [VALID RANGE 0-17] IF ZERO YEARS, ENTER MONTHS [VALID RANGE 0-11] IF ZERO MONTHS, ENTER WEEKS [VALID RANGE 0-4] IF ZERO WEEKS, ENTERS DAYS [VALID RANGE 1-6] → IF AGE PROVIDED SKIP TO PASSPORT FORECAST 10Cb

DON'T KNOW \rightarrow GO TO 10CageREFUSED \rightarrow GO TO 10Cage

How old is this child?

Enter 0 for under 1 year old.

Refused 0:17:0

And now for the next oldest child.

10Cage. Please estimate in which of the following general categories is this child's age as of today:

- a) Newborn through 5 years old,
- b) 6 through 10 years old,
- c) 11 through 13 years old,
- d) 14 through 15 years old, or
- e) 16 through 18 years old?
- f) DON'T KNOW
- g) REFUSED

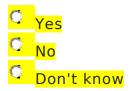
Please estimate in which of the following general categories is this child's age as of today:

- Newborn through 5 years old
- C 6through 10 years old
- 11through 13 years old
- C 14 through 15 years old
- 16 through 18 years old
- O Don't Know
- C Refused

10Cb. Is this child:

- a) Male or
- b) Female?
- c) DON'T KNOW
- d) REFUSED

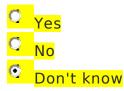
Will this child be applying for a new, renewed, or replacement U.S. passport in the next 12 months?



10Cc.Does [he/she/this child] currently have a valid U.S. passport?

- a) YES
- b) NO
- c) DON'T KNOW
- d) REFUSED

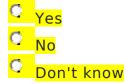
Does he/she currently have a valid U.S. passport?



10Cd. Will this child be applying for a new, renewed, or replacement U.S. passport in the next 12 months?

- a) YES
- b) NO →IF Q10 < 4, SKIP TOPASSPORT FORECAST 11, OTHERWISE SKIP TO Q10Da
- c) DON'T KNOW \rightarrow IF Q10 < 4, SKIP TO PASSPORT FORECAST 11, OTHERWISE SKIP TO Q10Da
- d) REFUSED \rightarrow IF Q10 < 4, SKIP TO PASSPORT FORECAST 11, OTHERWISE SKIP TO Q10Da

Will this child be applying for a new, renewed, or replacement U.S. passport in the next 12 months?



10Ce. In what month and year will [he/she] be applying for a new, renewed, or replacement U.S. passport? 10Cea. ENTER MONTH DON'T KNOW REFUSED 10Ceb. ENTER YEAR → IF Q108 < 4, SKIP TO PASSPORT FORECAST 11, OTHERWISE SKIP TO Q10Da DON'T KNOW → IF Q10 < 4, SKIP TO PASSPORT FORECAST 11, OTHERWISE SKIP TO Q10Da REFUSED → IF Q10 < 4, SKIP TO PASSPORT FORECAST 11, OTHERWISE SKIP TO Q10Da

In what month and year will he be applying for a new, renewed, or replacement U.S. passport?

If unsure, mark the earliest month likely to apply.

ENTER MONTH AND YEAR

REPEAT SERIES (10Da through 10Deb, 10Ea through 10Eeb, 10Fa through 10Feb, etc.) AS NEEDED FOR NUMBER OF CHILDREN RECORDED IN Q10.

11. (To help predict the future demand for U.S. passports,)Passport Services would like to know about the possible passport plans for the **other** adults currently living in your household. **Not** counting yourself, how many **other** adults, aged 18 or older, currently live in your household?

ZERO \rightarrow Skip to Q12

ENTER NUMBER IN VALID RANGE OF ONE-TWENTY

DON'T KNOW \rightarrow Skip to Q12 REFUSED \rightarrow Skip to Q12 To help predict the future demand for U.S. passports, Passport Services would like to know about the possible passport plans for the OTHER adults currently living in your household. **Not** counting yourself, how many **other** adults, aged 18 or older, currently live in your household?

Enter 0 if there are no OTHER adults over 18 in your household



11Aa. (Let's start with the oldest other adult living in your household.) How old is this adult?

ENTER YEARS [VALID RANGE 18-99] → Skip to 11Ab

DON'T KNOW REFUSED

How old is this adult?

ENTER YEARS [VALID RANGE 18-99]



- 11Aage. Age is an important factor in understanding passport service needs. Please estimate in which of the following general categories is this other adult's age as of today:
 - a) Age 18 through 24,
 - b) 25 through 34,
 - c) 35 through 44,
 - d) 45 through 54,
 - e) 55 through 64, or
 - f) Age 65 or older?
 - g) DON'T KNOW
 - h) REFUSED

Age is an important factor in understanding passport service needs. Please estimate in which of the following general categories is this other adult's age as of today:



11Ab. Is this adult: a)Male or b)Female? c)DON'T KNOW d)REFUSED

Is this adult a male or female?



11Ac.Does [he/she/this adult] currently have a valid U.S. passport?

- a) YES
- b) NO
- c) DON'T KNOW
- d) REFUSED

Does he currently have a valid U.S. passport?



Don't know

11Ad. Will this adult be applying for a new, renewed, or replacement U.S. passport in the next 12 months?

- a) YES
- b) NO \rightarrow IF Q11=1, SKIP TO Q12, OTHERWISE SKIP TO 11Ba
- c) DON'T KNOW \rightarrow IF Q11=1, SKIP TO Q12, OTHERWISE SKIP TO 11Ba
- d) REFUSED \rightarrow IF Q11=1, SKIP TO Q12, OTHERWISE SKIP TO 11Ba

Will this adult be applying for a new, renewed, or replacement U.S. passport in the next 12 months?



11Ae. In what month and year will [he/she] be applying for a new, renewed, or replacement U.S. passport?

11Aea. ENTER MONTH DON'T KNOW REFUSED 11Aeb. ENTER YEAR DON'T KNOW REFUSED

ALL \rightarrow IF Q11=1, SKIP TO Q12, OTHERWISE SKIP TO 11Ba

In what month and year will he be applying for a new, renewed, or replacement U.S. passport?

If unsure, mark the earliest month likely to apply.

ENTER MONTH AND YEAR 11Ba. And now for the (younger/next youngest) adult. How old is this person?

ENTER YEARS [VALID RANGE 18-99] → Skip to 11Bb

DON'T KNOW REFUSED How old is this adult?

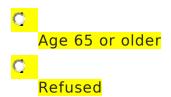
And now for the younger adult.8-99]

Refused

- 11Bage.Age is an import factor in understanding passport service needs. Please estimate in which of the following general categories is this other adult's age as of today:
 - a) Age 18 through 24,
 - b) 25 through 34,
 - c) 35 through 44,
 - d) 45 through 54,
 - e) 55 through 64, or
 - f) Age 65 or older?
 - g) DON'T KNOW
 - h) REFUSED

Age is an important factor in understanding passport service needs. Please estimate in which of the following general categories is this other adult's age as of today:

Age 18 through 24
Age 18 through 24
25 through 34
35 through 44
45 through 54
55 through 64



11Bb. Is this adult:

- a) Male or
- b) Female?
- c) DON'T KNOW
- d) REFUSED

Is this adult a male or female?



11Bc.Does [he/she/this adult] currently have a valid U.S. passport?

- a) YES
- b) NO
- c) DON'T KNOW
- d) REFUSED

Does she currently have a valid U.S. passport?

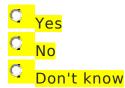


11Bd. Will this adult be applying for a new, renewed, or

- replacement U.S. passport in the next 12 months?
- a) YES
- b) NO \rightarrow IF Q11 > 2, SKIP TO Q11Ca, OTHERWISE SKIP TO Q12

- c) DON'T KNOW TO 012
 - \rightarrow IF Q11 > 2, SKIP TO Q11Ca, OTHERWISE SKIP
- d) REFUSED \rightarrow IF Q11 > 2, SKIP TO Q11Ca, OTHERWISE SKIP TO Q12

Will this adult be applying for a new, renewed, or replacement U.S. passport in the next 12 months?



11Be. In what month and year will [he/she] be applying for a new, renewed, or replacement U.S. passport?

11Bea. ENTER MONTH DON'T KNOW REFUSED 11Beb. ENTER YEAR → IF Q11 > 2, SKIP TO Q11Ca, OTHERWISE SKIP Q12 DON'T KNOW → IF Q11 > 2, SKIP TO Q11Ca, OTHERWISE SKIP TO Q12 REFUSED → IF Q11 > 2, SKIP TO Q11Ca, OTHERWISE SKIP TO Q12

In what month and year will she be applying for a new, renewed, or replacement U.S. passport?

If unsure, mark the earliest month likely to apply.

ENTER MONTH AND YEAR

REPEAT SERIES (11Ca through 11Ceb, 11Da through 11Deb, 11Ea through 11Eeb, etc.) AS NEEDED FOR NUMBER OF ADULTS RECORDED IN Q11.

DEMOGRAPHICS

As a reminder, the following questions are used for statistical purposes only. Your answers will be kept private to the extent permitted by law and identifying information will not be released outside of the Department of State.

- 12. [ASK IF NECESSARY] Are you:
 - a) Male or
 - b) Female?
 - c) DON'T KNOW
 - d) REFUSED

As a reminder, the following questions are used for statistical purposes only. No personal information is ever identified or shared.

Are you male or female?

- Male
- C Female
- C Refused
- 13. In what year were you born? ENTER NUMBER [valid range 1900 - 1994]→ SKIP TO PASSPORT FORECAST Q14

DON'T KNOW REFUSED

In what year were you born? ENTER NUMBER (VALID RANGE 1900-1994)



- 13A. Age is an important factor in understanding passport service needs as well as in creating statistical summaries of the data we are collecting for this study. Please estimate in which of the following general categories is your age as of today:
 - a) Age 18 through 24,
 - b)25 through 34,
 - c) 35 through 44,
 - d)45 through 54,
 - e) 55 through 64, or f) Age 65 or older?
 - g) DON'T KNOW
 - h) REFUSED

Age is an important factor in understanding passport service needs as well as in creating statistical summaries of the data we are collecting for this study. Please estimate in which of the following general categories is your age as of today:

- Age 18 through 24
- 25 through 34
- 35 through 44
- 45 through 54
- 55 through 64
- 🗘 Age 65 or older
- C Refused
- 14. Are you of Hispanic, Latino, or Spanish origin?
 - a) YES
 - b) NO
 - c) DON'T KNOW
 - d) REFUSED

Are you of Hispanic, Latino, or Spanish origin?

e 1

C No

C Refused

- I am going to read you a list of six race categories. Please choose one or more races that you consider yourself to be: MULTIPLE RESPONSES ALLOWED
 - a) White or Caucasian,
 - b) Black or African American,
 - c) American Indian or Alaska Native,

- d) Asian,
- e) Native Hawaiian or Other Pacific Islander, or
- f) Some other race?
- g) DON'T KNOW
- h) REFUSED

Please choose one or more races that you consider yourself to be:

MULTIPLE RESPONSES ALLOWED

- White or Caucasian
- Black or African American
- American Indian or Alaska Native
- Asian
- Native Hawaiian or Other Pacific Islander
- Some other race
- Refused
- 16. What is the highest level of school you have completed or the highest degree you have received? If currently enrolled, please choose the previous grade or highest degree you have already received.
 - a) LESS THAN HIGH SCHOOL DIPLOMA
 - b) HIGH SCHOOL DIPLOMA
 - c) SOME COLLEGE OR TECHNICAL SCHOOL
 - d) COLLEGE GRADUATE (2-YEAR PROGRAM)
 - e) UNIVERSITY GRADUATE (4-YEAR PROGRAM)
 - f) MASTER'S DEGREE
 - g) BEYOND MASTER'S DEGREE
 - h) DON'T KNOW
 - i) REFUSED
- Less than High School Diploma
- High School Diploma
- Some college or technical school
- College Graduate (2-year program)
- University graduate (4-year program)
- Master's Degree
- Beyond Master's Degree
- C Refused

- 17. Approximately what was your household's total income, before taxes, last year for all members of your household, including yourself? Please include wages and salaries, remittances from family members living elsewhere, farming, and all other sources. Would you say your approximate household's pre-tax income was:
 - a) Under \$50,000,
 - b) At least \$50,000 but less than \$100,000, or \rightarrow SKIP TO PASSPORT FORECAST Q17b
 - c) \$100,000 or more last year? \rightarrow SKIP TO PASSPORT FORECAST Q17c
 - d) DON'T KNOW

→ SKIP TO CLOSING

e) REFUSED

→ SKIP TO CLOSING

What was your household's approximate total income, before taxes, last year for all members of your household, including yourself? Please include wages and salaries, remittances from family members living elsewhere, farming, and all other sources.

Which of the following best represents your household's pre-tax income?

- **Under \$50,000**
- At least \$50,000 but less than \$100,000
- 🔅 \$100,000 or more last year
- C Refused

17a.And would you say it was:

- a) Under \$15,000,
- b) More than \$15,000 but less than \$25,000,
- c) At least \$25,000 but less than \$35,000, or
- d) At least \$35,000 but less than \$50,000?
- e) DON'T KNOW
- f) REFUSED
- \rightarrow ALL SKIP TO CLOSING

And would you say it was:

- More than \$15,000 but less than \$25,000
- At least \$25,000 but less than \$35,000
- At least \$35,000 but less than\$50,000
- Refused

17b.And would you say it was:

- a) At least \$50,000 but less than \$62,500,
- b) At least \$62,500 but less than \$75,000,
- c) At least \$75,000 but less than \$87,500, or
- d) At least \$87,500 but less than \$100,000?
- e) DON'T KNOW
- f) REFUSED

 \rightarrow ALL SKIP TO CLOSING

And would you say it was:

- At least \$50,000 but less than \$62,500
- At least \$62,500 but less than \$75,000
- At least \$75,000 but less than \$87,500
- At least \$87,500 but less than \$100,000
- C Refused

17c. And would you say it was:

- a) At least \$100,000 but less than \$125,000,
- b) At least \$125,00 but less than \$150,000,
- c) At least \$150,000 but less than \$175,000,
- d) At least \$175,000 but less than\$200,000, or
- e) \$200,000 or more?
- f) DON'T KNOW
- g) REFUSED

And would you say it was: less than \$125,000

- At least \$125,000 but less than \$150,000
- At least \$150,000 but less than \$175,000
- At least \$175,000 but less than \$200,000
- \$200,000 or more
- Refused

18. Please estimate in minutes how long it took you to complete this interview, starting with the first question. (Please include only time spent actually participating in the interview; do not include any time spent in interruptions.)

ENTER MINTUES TO COMPLETE

EXIT

Thank you for participating in the Department of State, Passport Services' study. Your input will be used to improve delivery of passport services.

Thank you for participating in the Department of State, Passport Services' study. Your input will be used to improve delivery of passport services.

QUESTIONS

Do you have any questions or would you like the contact information for Passport Services?

- a) YES
- b) NO

Do you have any questions or would you like the contact information for Passport Services?



IF YES:

CLOSING OMB INFORMATION

OMB Public Reporting Burden Notification

The public reporting burden for this collection of information is estimated to average 10 minutes per response. You do not have to supply this information unless this collection discloses a currently valid OMB control number. This OMB Control # is 1405-0177. If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to: passportstudy@state.gov.

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