

# USDA APHIS PPQ (Texas) Customer Satisfaction Survey

## \*1. Which USDA APHIS PPQ location do you typically work with?

- Dallas
- Eagle Pass
- El Paso
- Houston Plant Inspection Station (IAH)
- Houston Maritime
- Los Indios Plant Inspection Station
- Laredo

Other (please specify)

## \*2. Which of the following best describes your business?

- Importer
- Exporter
- Broker

Other (please specify)

## 3. How often do you use our services?

- Daily
- Weekly
- Monthly
- Quarterly, or a few times per year
- Annually

## 4. How would you rate the overall timeliness of our services?

- Extremely quick
- Quite quick
- Somewhat quick
- Somewhat slow
- Quite slow
- Extremely slow

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## 5. On average, how clear are our processes and actions explained to you?

- Extremely clear
- Quite clear
- Moderately clear
- Slightly clear
- Not at all clear

Comments

## 6. How would you rate your understanding of the federal agriculture regulations affecting your business?

- Extremely well
- Quite well
- Moderately well
- Slightly well
- Not at all

## 7. How would you rate your understanding of local USDA APHIS PPQ processes affecting your business?

- Extremely well
- Quite well
- Moderately well
- Slightly well
- Not at all

## 8. Are you a subscriber to the PPQ Stakeholder Registry, which allows you to receive emails and/or text messages regarding topics that interest you (<https://public.govdelivery.com/accounts/USDAAPHIS/subscriber/new/>)?

- Yes
- No

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**9. Does your business with USDA APHIS PPQ utilize our Pest Identification services?**

Yes

No

## 10. On average, are you satisfied with our process and turnaround for pest identification?

- Extremely satisfied
- Moderately satisfied
- Slightly satisfied
- Neither satisfied nor dissatisfied
- Slightly dissatisfied
- Moderately dissatisfied
- Extremely dissatisfied

Comments

## 11. Do you have any other comments, questions, or concerns?

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control for this information collection is 0579-0377. The time required to complete this information collection is estimated to average .5 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

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