

SURVEY OF INTERNATIONAL AIR TRAVELERS



DEPARTING THE UNITED STATES

Dear International Traveler:

Please help the travel industry improve the services they offer you. The information collected in this survey is used by airlines, alroorts, hotels, government travel offices, destination marketing organizations, and other travel planners and providers to understand you, the international traveler, and thereby take steps to Improve your next international trip.

This questionnaire is designed to be completed by both non-U.S. residents who have visited the country and U.S. residents traveling abroad. If you are 18 years of age or older, please complete this voluntary survey. ONLY ONE RESPONSE PER FAMILY, PLEASE. We will not be asking your name or any other personally identifying information.

Upon completing this survey, please return it to the person who gave it to you. The estimated average time to complete this questionnaire is 15 minutes. If you have any comments regarding this survey, or find you need to mail your completed survey, please forward to National Travel and Tourism Office, ITA

Washington DC 20130 or the Office of Information & Regulatory Affairs, OMB Control No. 0625-0227, Washington DC 20503

Thank you for your cooperation on this important survey.

This survey also available in Arabic, Chinese, French, German, Italian, Japanese, Korean, Polish, Portuguese, Russian, Spanish.

فِسَطَلاعِ الرأي هذا متوفرايضا باللغة العربية. تفضل بطلب نسخة منه اذاً شنت.

本調查表備有中文版, 歡迎樂取.

Questionnaire disponible en français. Veuillez le réclamer s'il vous plaît.

Diese Umfrage ist auch auf deutsch erhältlich. Bei Bedarf bitte ein Exemplar anfordern.

Questa indagine è disponibile anche in italiano. Se necessario, si prega di richiederne una copia. 本アンケートには日本語版も用意してありますので、係のものにお申しつけください。

한국말로 된 설문서도 있습니다. 계원에게 요청하십시오.

Ta ankieta jest także na żądanie dostępna po polsku.

Há uma versão em Português da presente pesquisa. Se for necessário, favor pedir uma cópia. Данный вопросник также имеется на русском языке. Пожалуйста, попросите русскоязычный экземпляр. Este cuestionario también está en español. Solicítelo.

Notwithstanding any other provision of law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the PRA unless that collection of information displays a currently valid OMB control number.

ONLY ONE RESPONSE PER FAMILY, PLEASE

b. Name of Airline	c. For NON-U.S. Residents ONLY if this flight is part of the return journey to your home, what was the main destination that you visited since you left home? City/Country: 4a. What is your country of CITIZENSHIP? b. What is your country of BIRTH? 5a. For U.S. residents ONLY						
City: State: Postal (ZIP) Code:				ity or airport will you and Passport Control i.?			
State: Postal (ZIP) Coo	ıc.		City/Airpo	ort:			
b. For U.S. residents ONLY What will be your main destination of City/Country:				b. For Non-U.S. Residents ONLY When entering the U.S., at what city or airport did you pass through U.S. Customs and Passport Control? City/Airport:			
Check (✓) the information sources used	d listed be	low in	the column 6a	"Information Sources			
a. When planning THIS trip, how did you Check (√) the information sources used	d listed be se indicat	low in	the column 6a n 6b whether th	"Information Sources	e was via: Electronic		
a. When planning THIS trip, how did you Check (√) the information sources used b. For each information source used, plea Media, Voice Contact, or Other Media.	d listed be se indicat	elow in the (√) in	the column 6a n 6b whether th	Information Sources	e was via: Electronic		
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a. When planning THIS trip, how did you check (√) the information sources used b. For each information source used, plea Media, Voice Contact, or Other Media. 6a. Information Sources Airline Corporate Travel Department National/State/City Travel Office Online travel agency (e.g., Expedia/Ebookers) Personal recommendation (e.g., friends/relatives)	(V)	elow in the (√) in	the column 6a n 6b whether the 6b. No stronic Media or Social Media)	"Information Sources nis information source ledia for Information So Voice Contact (Phone or In-Person)	Other Media (TV, Radio or Print Media)		
a. When planning THiS trip, how did you check (*/) the information sources used. b. For each information source used, plea Media, Voice Contact, or Other Media. 6a. Information Sources 1 Airline 2 Corporate Travel Department 3 National/State/City Travel Office 4 Online travel agency (e.g., Expedia/Ebookers) 5 Personal recommendation (e.g., friends/relatives) 6 Tour Operator/Travel Club	(/)	elow in the (√) in	the column 6a n 6b whether the 6b. No cronic Media or Social Media)	"Information Sources nis information source ledia for Information So Voice Contact (Phone or In-Person)	Other Media (TV, Radio or Print Media)		
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a. When planning THIS trip, how did you check (√) the information source used, plea Media, Voice Contact, or Other Media. 6a. Information Sources 1 Airline 2 Corporate Travel Department 3 National/State/City Travel Office 4 Online travel agency (e.g., Expedia/Ebookers) 5 Personal recommendation (e.g., friends/relatives) 6 Tour Operator/Travel Club 7 Travel Agency Office 8 Travel Guide	(*/)	elow in te (√) in	the column 6a n 6b whether the 6b. No tronic Media or Social Media)	"Information Sources nis information source ledia for Information So Voice Contact (Phone or In-Person)	Other Media (TV, Radio or Print Media)		
a. When planning THiS trip, how did you Check (*/) the information sources used. b. For each information source used, plea Media, Voice Contact, or Other Media. 6a. Information Sources 1 Airline 2 Corporate Travel Department 3 National/State/City Travel Office 4 Online travel agency (e.g., Expedia/Ebookers) 5 Personal recommendation (e.g., friends/relatives) 6 Tour Operator/Travel Club 7 Travel Agency Office 8 Travel Guide 9 Other (Specify)	(/) (/) (elow in te (√) in	the column 6a n 6b whether the 6b. No tronic Media or Social Media)	"Information Sources nis information source ledia for Information So Voice Contact (Phone or In-Person)	Other Media (TV, Radio or Print Media)		

	Airline Reservations	Electronic Media (Internet)	Voice Contact (Phone or In-Person)
1	Directly with the airline		
2	Corporate travel dept.		
3	Internet booking service		
4	Tour operator/Travel club		
5	Travel agency office		
6	Other (Specify)		

10a. How far in advance was payment made for your international air tickets?

Months		Weeks		Days
	(or)		(or)	

- b. Are these ONE WAY tickets?
 - 1 □ Yes
 - 2 □ **No**
- 11. Was travel insurance purchased for this trip?
 - 1 **☐ Yes**
 - 2 □ **No**
 - 3 ☐ Don't Know
- 12a. Before you left home, did you or your family make reservations for paid accommodations or commercial lodging?
 - 1 ☐ Yes GO to question 12b
 - 2□No SKIP to question 13a
 - 3 ☐ Don't Know SKIP to question 13a
- b. How did you make your reservations for paid accommodations or commercial lodging?

	Lodging Reservations	Electronic Media (Internet)	Voice Contact (Phone or In-Person)
1	Directly with the lodging establishment		
2	Corporate travel department		
3	Internet booking service (e.g., Hotels.com)		
4	Through the airline		
5	Tour operator/Travel club		
6	Travel agency office		
7	Other (Specify)		

- 13a. In Column A below, please indicate what is/was the MAIN purpose of your trip?

 Check (*) ONLY ONE in Column A.
 - b. in Column B, please mark any other trip purpose(s). Check (I) AS MANY AS APPLY in Column B.

	A - MAIN purpose Check (√) only one	(4)	B - OTHER purpose(s) Check (√) as many as apply	(4)
	Business/professional		Business/professional	
1	Visit customer		Visit customer	
2	Visit supplier		Visit supplier	
3	Sales/marketing		Sales/marketing	
4	internal company meeting		Internal company meeting	
5	Convention		Convention	
6	Conference		Conference	
7	Trade show		Trade show	
8	Government/Military		Government/Military	
9	Education		Education	
10	Health treatment		Health treatment	
11	Vacation/Holiday		Vacation/Holiday	
12	Religion/Pilgrimage		Religion/PilgrImage	
13	Visit friends/Relatives		Visit friends/Relatives	
14	Other (specify)	·	Other (specify)	

14. With whom are you traveling now?

Check (1) ALL that apply

- 1 ☐ Spouse/Partner
- 2 ☐ Family/Relatives
- 3 ☐ Business associate(s)
- 4 ☐ Friend(s)
- 5 Tour group
- 6 ☐ Traveling alone
- 15. Including yourself, how many adults and/or children are in your travel party? Do not include other tour group members if you did not plan to travel with them before booking the tour.

Number of adults: -> Include yourself:

Number of children -> under 18 years old:

16. How many nights away from home have you spent or will you spend on this trip?

Number of nights in the U.S.A. ___ Inside:

Number of nights outside Outside:

Total number of nights away _____ Total:

			Туре	of Lodging Indica	te ONE per l	ine
Destinations (Cities/Attractions)				4	Chec	:k (√)
In the order of your itinerary Enter ONLY ONE destination per line	State or Country	Number of Nights	(Hotei	dation or Lodging or Motel, etc.) ame of company	Private Home	Other
1.						
2.						
3.						
4.						- 🗆
5.						
6.						
7.						
11 ☐ Accommodation — How many nights lodging are	6□ Meals included? → N			Recreation Rental car Tour guide for er	ntire trip	
How many nights lodging are	included?> N	ights:		Rental car	Don't	t Know
	e included?> N age was booked prepaid package of the country of current country of current mount of money s al responsibility). P	ost and hovency, and the	nth v many per ne number	Year Pople's expenses a of people include Number of espent, by you anuch total money here.	Don't re include ed below. f people:	ed?
How many nights lodging are Enter the month and year this packa Approximately how much did the Please indicate the total amount, to Total package cost: These next questions ask about the a (travelers for whom you have financior will be spent, outside your own co	e included?> N age was booked prepaid package of the country of current country of current mount of money s al responsibility). P	ost and hovency, and the	nth v many per ne number pected to b ate how m ckage, do n	Year Pople's expenses a of people include Number of espent, by you anuch total money here.	Don't	ed?
How many nights lodging are Enter the month and year this packa Approximately how much did the Please indicate the total amount, to Total package cost: These next questions ask about the a (travelers for whom you have financior will be spent, outside your own co	e included?> N age was booked> prepaid package of the country of current country of current mount of money sal responsibility). Puntry. If you had a	ost and hovency, and the	nth v many per ne number pected to b ate how m ckage, do n	Rental car Tour guide for er Year Pople's expenses a of people include Number of e spent, by you ar uch total money h ot include those in	Don't	ed? evel par pent, listed
How many nights lodging are Enter the month and year this packa Approximately how much did the please indicate the total amount, to a local package cost: These next questions ask about the a local care financion will be spent, outside your own coin 18d above.	e included? -> N age was booked> prepaid package of the country of current amount of money sal responsibility). Puntry. If you had a series of the country,	ost and hovency, and the	nth v many per ne number pected to b ate how m ckage, do n	Rental car Tour guide for er Year Pople's expenses a of people include Number of e spent, by you ar uch total money h ot include those in	Don't	ed? evel par pent, listed

U.S. RESIDENTS - SKIP TO QUESTION 20

19. (continued)			Amount of spending	Country of currency	# of people included in spending
d. Of the total expendi- estimate how much Specify total cost —					
e. Of the total expendit estimate (in currency					<u>, </u>
1. Accommodations	/Lodging in the U	s.			
2. Additional air tran	sportation in the	U.S.			
3. Entertainment and	d recreation in the	u.s.			
4. Food and beverag	es in the U.S.				
5. Ground transporta	ation (rail, bus, ta	d, etc.)			
6. Shopping, gifts, ar	nd other purchase	s in the U.S.			
7. Medicai services ir	the U.S.				
8. Other spending, if	any, in the U.S.				
					1
20. Please tell us HOW pa	ayment was ma	de, or will be	e made, to cover ALL expens	ses on this trip.	
	Percentage of			←	
Type of payment	expenses	Issuing Cor	mpany(ies) Maestro, VISA, etc.		
Cash advance/ withdrawal using credit card	%				
Purchases using credit card	%				
Cash advance/ withdrawal using debit card	%				
Purchases using debit card	%				
Cash brought from home	%				
Traveler's checks	%				
TOTAL	100%				
21. What types of transport Air travel between 2 Air travel between 3 Auto, private or 0 Bus between citien Bus between citien City subway/Traver Ferry/River taxi/S Motor home/Can Railroad between Can Railroad between Can Railroad between Can Can	en non-U.S. cities company es m/Bus boat 1+ nights chort scenic crui nper n cities Motorcycle/Mop	s	d on THIS trip? Check (✔) ALL	that apply	
12 🗆 Rented auto — S	pecify company	name belov	v ∲		

For Non-U.S. Residents ONLY

The state of the property of the state of th

1 □ Go sightseeing 2 □ Go shopping 3 □ Go nightclubbing/Dar 4 □ Go on gulded tour(s) 5 □ Go to a casino/Gamble 6 □ Attend a sporting ever 7 □ Attend a concert/Play/ 8 □ Visit amusement/Ther 9 □ Visit national parks/Mo 10 □ Visit art galleries/Muse 11 □ Visit cultural/Ethnic he 12 □ Visit American Indian o	taking tod	13 □Visit small towns/Countryside 14 □Visit historical locations 15 □Experience fine dinlng Participate in activities: 16 □Hunting/Fishing 17 □Snow sports 18 □Golfing/Tennls 19 □Camping/Hiking 20 □Water sports 21 □Environmental/Ecological excursions 22 □Other (specify) →				
	Eventions	Cood	A. deline at	Below		Not
Pre-flight	Excellent	Good	Average	average	Poor	Applicable
a. Airline club/Lounge	5 🗆	4□	3□	2□	, .	۵۵
b. Check-in personnel	5 🗆	40	3□	2□	1 🗆	0□ 0□
c. Check-in waiting time	5 🗀	40	3□	2 🗆	10	0□
d. Convenient schedule	5 🗆	40	30	20	10	0
e. Reservation experience	5 🗀	40	30	20	10	0 🗆
f. Ticket price	50	40	3 🗆	20	10	0□
In-flight		,,,	,	20	10	VU
g. Cabin cleanliness	5 🗆	4□	3 🗆	2□	1 🗆	0 🗆
h. Flight attendant service	5 🗆	40	3□	20	10	0 🗆
i. Food/Beverage quality	5 🗆	4 🗆	3.	20	10	0 🗆
j. In-flight entertainment	5 🗆	40	3□	2	10	0
k. Seat comfort	5 🗆	40	3□	20	10	0□
I. Overall evaluation of flight	50	40	3	2 🗆	10	0□
24. Would you choose or recon another trip on this route? (1 Definitely would 2 Probably would 3 Probably would not 4 Definitely would not 5 Not sure		for	i □ First cla 2 □ Executi 3 □ Premlu	lay? Check (√)	ONE	ou sit in the
25. What were your three main THIS AIRLINE? Indicate by important reason, "2" for th and "3" for the third most ir indicate more than three reAirfareConvenient scheduleNon-stop flightsEmployer policySafety reputationLoyalty to carrier	marking "1" for the next important mportant reason.	e most reason, DO NOT on requent	Check (4) A 1 Paid tic 2 Pald up 3 Freque 4 Freque	grade nt flyer award t nt flyer upgrad nt/Group fare venue	ticket	re?
	odiei (specify) v					

27. Please rate the following attributes of the AIRPORT fi	rom which you have just departed (or are currently waiting
to depart) the U. S.	

	Excellent	Good	Average	Below average	Poor	Did Not Use
a. Airport terminal cleanliness	5 🗆	4 🗆	3 □	2 🗆	1 🗆	0 🗆
b. Airport terminal signage	5 🗆	4□	3□	2 🗆	1 🗆	0 🗆
c. Business center/wireless availability	5 🗆	4 🗆	3□	2 🗆	1 🗆 🖫	0 🗆
d. Concession prices	5 🗆	4 🗆	3□	2 🗆	1 🗆	0 🗆
e. Ease of transit through airport	5 🗆	4□	3□	2 🗆	1 🗆	0 🗆
f. Ground transportation	5 🗆	4 🗆	3□	2 🗆	1 🗀	0 🗆
g. Retail goods/Services/Duty Free	5 🗆	4 🗆	3 🗆	2 🗆	1 🗆	0 🗆
h. Security measures	5 🗆	4 🗆	3□	, 2□	1 🗆	0
i. Terminal seating availability	5 🗆	4□	3□	2 🗆	1 🗆	0 🗆
j. Overall airport evaluation	5 🗆	4 🗆	3 □	2 🗆	1 🗆	0 🗆

U.S. RESIDENTS - SKIP TO QUESTION 30a

28a. For Non-U.S. Residents Only:

Please rate your Passport Control and U.S. Customs experience at the airport where you entered the U.S. Check (-/) ONE rating for each

	Excellent	Good	Average	Below average	Poor	Don't Knaw
1. Passport Control		5.				
a. Processing time	5 🗆	4 🗆	3 🗆	2 🗆	1 🗆	0 🗆
b. Staff courtesy	5 🗆	4 🗆	3 🗀	2 🗆	1 🗆	0 🗆
2. Customs baggage clearance	16				9	
a. Processing time	5 🗆	4□	3□	2 🗆	1 🗆	∞ 0□
b. Staff courtesy	5 🗆	4□	3□	2 🗆	1 🗆	0 🗆

b. About how long did it take you to clear Passport Control, Baggage Claim, and Customs when entering the United States? Specify in minutes

√

Minutes:

29a. Do you expect to visit the United States agair	29a. De	o you ex	pect to visit	the United	States again	١?
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- 1 ☐ Yes
- 2 ☐ No ... If not, would you please share the reason? —>
- b. How well did this overall trip experience in the U.S. meet your expectations? Check (</) ONLY ONE
 - 1 ☐ Exceeded expectations
 - 2 ☐ Met expectations
 - 3 ☐ Did not meet expectations

30a. Is this your first trip by air to/from the United States? Check (✓) ONE

- 1 ☐ Yes SKIP to question 31
- 2 ☐ No Go to question 30b
- b. Including this trip, how many round trips by air have you made to/from the U.S. in the past 12 months?

Include this trip:

a. What is your occupation? Check (√) ONE 1 □ Management, Business, Science, and Arts Occupations 2 □ Service Occupations 3 □ Sales and Office Occupations 4 □ Natural Resources, Construction, and Maintenance Occupations 5 □ Production, Transportation, and Material Moving Occupations 6 □ Military/Government 7 □ Homemaker 8 □ Student 9 □ Retired 10 □ Other (specify) →		
	•	
b. What is your age? 🛊		
Years:		
c. What is your gender?		
1 🖂 Female		
2 ☐ Male 32. What is the total combined annual income of all members of your house	ehold? <i>Give vour ans</i>	wer either in U.S.
 2 ☐ Male 32. What is the total combined annual income of all members of your house dollars or in your own country's currency. Please specify the country of currency. a. Total annual household income → Amount: 	ehold? Give your ans rency.	wer either in U.S.
32. What is the total combined annual income of all members of your house dollars or in your own country's currency. Please specify the country of currency.	ehold? Give your ans rency.	wer either in U.S.
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32. What is the total combined annual income of all members of your house dollars or in your own country's currency. Please specify the country of currency a. Total annual household income> Amount: b. Country of currency> Country: For U.S. Residents Only:	ehold? Give your ans rency.	wer either in U.S.
32. What is the total combined annual income of all members of your house dollars or in your own country's currency. Please specify the country of currency a. Total annual household income → Amount: b. Country of currency → Country: For U.S. Residents Only: 33a. What is your ethnicity? Check (✓) ONE	ehold? Give your ans rency.	wer either in U.S.
32. What is the total combined annual income of all members of your house dollars or in your own country's currency. Please specify the country of currency a. Total annual household income → Amount: b. Country of currency → Country: For U.S. Residents Only: 33a. What is your ethnicity? Check (✓) ONE 1 □ Hispanic 2 □ Non-Hispanic b. What is your race? Check (✓) ALL that apply	ehold? Give your ans rency.	wer either in U.S.
32. What is the total combined annual income of all members of your house dollars or in your own country's currency. Please specify the country of currency a. Total annual household income → Amount: b. Country of currency → Country: For U.S. Residents Only: 33a. What is your ethnicity? Check (✓) ONE □ Hispanic □ Non-Hispanic b. What is your race? Check (✓) ALL that apply □ American Indian/Alaskan Native	ehold? Give your ans rency.	wer either in U.S.
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32. What is the total combined annual income of all members of your house dollars or in your own country's currency. Please specify the country of currency a. Total annual household income → Amount: b. Country of currency → Country: For U.S. Residents Only: 33a. What is your ethnicity? Check (✓) ONE □ Hispanic □ Non-Hispanic b. What is your race? Check (✓) ALL that apply □ American Indian/Alaskan Native	ehold? Give your ans rency.	wer either in U.S.

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE.