**For Non-U.S. Residents Only**

**28.** Please rate your entry experience at the **airport where you entered the U.S.**

Check *(*√*) ONE rating for each*

 Below Don’t

 Excellent Good Average average Poor Know

 **1. Passport Control Personnel**

 a. Professionalism 5□ 4□ 3□ 2□ 1□ 0□

 b. Efficiency 5□ 4□ 3□ 2□ 1□ 0□

 c. Friendliness 5□ 4□ 3□ 2□ 1□ 0□

 d. Welcoming 5□ 4□ 3□ 2□ 1□ 0□

 e. About how long did it take you to clear Passport Control?

Minutes:

 f. How would you describe that wait time? *Check (√) ONE* → 1□ Short 2□ Reasonable 3□ Long

 **2. Customs baggage clearance**

Minutes:

 a. About how long did it take you to clear customs baggage clearance?

 b. How would you describe that wait time? *Check (√) ONE →*  1□ Short 2□ Reasonable 3□ Long

 Below Don’t

 Excellent Good Average average Poor Know

 **3. How would you rate your U.S. entry experience overall?**  5□ 4□ 3□ 2□ 1□ 0□

8/20/15 CBP OMB 0625-0227