



We are conducting interviews with Americans ages 18 and older to help the Department of State better serve the public's need for passport services in the coming months and years. Your household was selected at random. It is important a person who is knowledgeable about the travel habits of your household complete this interview. Your participation, while voluntary, will be essential to the success of the study. 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.

Thank you for participating in this important research!

[suspend](#)

OMB #1405-0177
07-31-2017

Questions? Email PassportStudy@state.gov

Progress:



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

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OMB #1405-0177
07-31-2017

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Progress:



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

- Within the last 12 months
- 1 year to less than 2 years ago
- 2 years to less than 3 years ago
- 3 years to less than 4 years ago
- 4 years to less than 10 years ago
- 10 or more years ago
- Don't know

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07-31-2017

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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
- 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)
- Filled out the forms myself and then mailed them in
- I applied in some other way
- Don't know

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07-31-2017

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

- Yes
- No
- Don't know

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07-31-2017

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When you apply for a book, card or both, which of the following will you apply for?

- Passport book
- Passport card
- Both a passport book and card
- Don't know

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07-31-2017

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

- I've already applied for one and am waiting to receive it
- 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
- Don't know

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07-31-2017

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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
- Don't know

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

- My personal travel needs changed
- My business travel needs changed
- My personal financial situation changed
- The overall economic downturn
- Concerns about the spread of disease while traveling
- Unsafe conditions in your planned international travel location
- The costs for planned travel were too high
- Some other reason
- Don't know

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07-31-2017

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Progress:



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

Refused

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Progress:



How likely is it that you will apply for a U.S. passport book **in the next 6 months?**

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

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07-31-2017

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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.
If you are unsure of the exact month, indicate the earliest month and year during which you are likely to apply.

ENTER MONTH AND YEAR

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

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

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OMB #1405-0177
07-31-2017

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Progress:



How likely is it that you will apply for a U.S. passport book **in more than 1 year but less than 2 years?**

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

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07-31-2017

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Progress:



How likely is it that you will apply for a U.S. passport book **in 2 or more years**?

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

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07-31-2017

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Progress:



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
- Don't know

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Progress:



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

Refused

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07-31-2017

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Progress:



Let's start with the oldest other adult living in your household.

How old is this adult?

ENTER YEARS [VALID RANGE 18-99]

Refused

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Is this adult a male or female?

- Male
- Female
- Refused

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07-31-2017

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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.

Are you male or female?

- Male
- Female
- Refused

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Does this adult currently have a valid U.S. passport?

- Yes
- No
- Don't know

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

- Yes
- No
- Don't know

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

If unsure, mark the earliest month likely to apply.

ENTER MONTH AND YEAR

Month | Year

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And now for the next oldest adult.

How old is this adult?

ENTER YEARS [VALID RANGE 18-99]

Refused

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Progress:



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.

Are you male or female?

- Male
- Female
- Refused

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07-31-2017

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In what year were you born? ENTER NUMBER (VALID RANGE 1900-1999)

Refused

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Are you of Hispanic, Latino, or Spanish origin?

- Yes
- No
- Refused

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Please choose one or more races that you consider yourself to be:
Multiple responses are allowed.

- White or Caucasian
- Black or African American
- American Indian or Alaskan Native
- Asian
- Native Hawaiian or Other Pacific Islander
- Some Other Race
- Refused

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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.

- 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
- Refused

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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.

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
- Refused

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OMB #1405-0177
07-31-2017

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Progress:



And would you say it was:

- Under \$15,000
- 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

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07-31-2017

Questions? Email PassportStudy@state.gov

Progress:



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
- Refused

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07-31-2017

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Progress



And would you say it was:

- At least \$100,000 but 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

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Please estimate in minutes how long it took for 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.)

Five minutes or less

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07-31-2017

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

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QUESTIONS

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

- Yes
- No

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07-31-2017

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Progress:



OMB Public Reporting Burden Notification

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. 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. Additional information on the study can be found in the Federal Register under the OMB control # 1405-0177, expiration date 07-31-2017, 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.

next previous

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Progress:



This concludes our survey.
Thank you.

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