

# Walk-In Customer Survey

The Department of State's Directorate of Passport Services would like your help in improving the customer experience at Passport Agencies. This survey is voluntary and all responses will be kept anonymous.

**Location:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
**Scheduled Travel Date:** \_\_\_\_\_

## Why did you choose to visit the Passport Agency without an appointment today?

- I attempted to make an appointment, but: *(please select the one response which best describes your situation)*
  - The only available appointments were after my scheduled travel date
  - The only available appointments were too close to my scheduled travel date and I didn't know if I would be able to obtain my passport in time for my scheduled travel
  - There were no appointments available
  - The only available appointments were inconvenient for my personal schedule
  - Other: \_\_\_\_\_
- I did not attempt to make an appointment because: *(please select the one response which best describes your situation)*
  - I was told (via word of mouth, *Yelp*, *Twitter*, etc.) that an appointment wasn't necessary or difficult to make
  - I was unaware that appointments could be made
  - I did not have time to make an appointment due to the emergency nature of my travel
  - I did not have time to make an appointment due to my personal schedule
  - Other: \_\_\_\_\_
- I have an appointment for a later date, but chose to come in earlier without an appointment

## Is there any other feedback you would like to share?

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Thank you for participating in this survey. Once completed, please leave this survey in the Walk-In Customer Survey box next to the Check-In Window.