

Traveler Satisfaction Survey Wave 8 Survey – DRAFT

Introduction

Would you please take a couple of minutes to answer some questions about your experience going through Customs today? This survey is being conducted by an independent company, JRD & Associates, on behalf of United States Customs and Border Protection. It should take about three minutes and is completely voluntary. Your insights will be used to help improve traveler experience at international airports like this one. Your responses are anonymous.

Paperwork Reduction Act Statement: An agency may not conduct or sponsor an information collection and a person is not required to respond to this information unless it displays a current valid OMB control number and an expiration date. The control number for this collection is 1651-0136. This collection is voluntary. The estimated average time to complete this application is 3 minutes. If you have any comments regarding the burden estimate you can write to Paperwork Reduction Act Clearance Officer, U.S. Customs and Border Protection, Office of Regulations and Rulings, 90 K Street, NE., Washington DC 20229 or via email at CBP_PRA@CBP.DHS.GOV.

Language Selection

Please select the survey language that you prefer:

- English
- Spanish
- French
- Mandarin
- Japanese

Survey Questions

1. Are you 18 years or older? (The law prohibits anyone under 18 from taking this survey.)

- Yes
- No → Law prohibits anyone under 18 from taking this survey. Thank you for your time.

2. Are you entering as a:

- U.S. Citizen
- ESTA/VISA Waiver
- Visitor with a Visa
- Lawful Permanent Resident (Green Card Holder)
- Canadian Citizen

3. **(PN: Only if selected U.S. or Canadian Citizen in Q2)** Do you hold any additional citizenships?

- Yes
- No

4. **(PN: Only if selected ESTA/VISA Waiver, Visitor with a Visa, or Lawful Permanent Resident (Green Card Holder) in Q2 OR Yes in Q3)** In which country or countries do you currently hold citizenship? *Please select all that apply.*

- Australia
- China
- Canada
- France
- Germany
- India
- Japan
- Mexico
- Netherlands/Holland
- Spain
- United Kingdom
- Other

5. Which method was used for your initial United States entry process? (Pictures next to answer options)

- APC Kiosk
- Biometrics (photo taken)
- Passport Inspection
- Mobile App
- Global Entry

6. What's your best estimate for how long your entire United States entry process took (from waiting in line to exiting the Customs and Border Protection Processing Area)?

Dropdown of time (0 – 2 hours in 5-minute intervals then "Over 2 hours"; options read as 1 hour and 30 minutes, etc. Begin with an option for less than 5 minutes.)

- Don't know

7. How would you characterize this wait time?

- Short/Fast
- Reasonable/Acceptable
- Long/Slow

8. Including this trip, how many times have you been through the United States entry process in the past 5 years?
- First time
 - 2 – 5 times
 - More than 5 times
 - Don't know
9. **(PN: Skip if Q8 = "First time")** How would you describe today's Customs and Border Protection experience as compared to your last Customs and Border Protection experience?
- More positive
 - More negative
 - No change
 - No comment
10. Based on your Customs and Border Protection experience today, what impression do you have of the United States entry process? (**Non-U.S. Citizens only**)
- More positive
 - More negative
 - No change
11. How strongly do you agree with the statement: I felt welcomed into the United States based on my Customs and Border Protection experience?
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
12. On a scale of 1-5, 5 being the best, what is your satisfaction with the Customs and Border Protection Officer that processed you today?
13. **(PN: If Q12 = 1, 2, or 3)** What could have improved your satisfaction with the Customs and Border Protection Officer that processed you today?
- Faster processing of entry
 - Communicated more clearly
 - More professional
 - More friendly/welcoming
 - Other
 - No comment

14. On a scale of 1-5, 5 being the best, evaluate the overall Customs and Border Protection Processing Area.

15. **(PN: If Q14 = 1, 2, or 3)** What could have improved the overall Customs and Border Protection Processing Area?

- Clearer signs/signs in my language
- Clearer layout/lines
- More airport staff to help and/or guide me
- Friendlier airport staff
- More welcoming
- Updated facilities
- Other
- No comment

16. On a scale of 1-5, 5 being the best, evaluate the overall Customs and Border Protection Processing Area with respect to COVID-19 (coronavirus pandemic) measures.

17. **(PN: If Q16 = 1, 2, or 3)** What health and safety measures could Customs and Border Protection have taken to improve its overall response to COVID-19 (coronavirus pandemic)?

- Cleaner facilities
- Sanitizer availability
- Facial covering usage
- Greater physical distancing between travelers
- Other
- No comment

18. On a scale of 1-5, 5 being the best, evaluate your overall Customs and Border Protection experience today.

19. What is your primary language?

- | | |
|-----------------------|--------------|
| • English | • Dutch |
| • Spanish | • Italian |
| • German | • Japanese |
| • French | • Portuguese |
| • Chinese – Mandarin | • Swedish |
| • Chinese – Cantonese | • Other |

20. What is/was the nature of your travel? *Please select all that apply.*

- Business
- Pleasure
- Personal
- Prefer not to answer

21. What range does your age fall in?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or over
- Prefer not to answer

22. What is your gender? (Interviewer note: if interviewing record, don't ask)

- Male
- Female
- Other
- Prefer not to answer

23. **(PN: Not required)** Finally, do you have any suggestions for improvement?
Optional.

The survey is complete. Thank you for your time.