

**Traveler Satisfaction Survey
DRAFT FOR OMB APPROVAL
5/18/18**

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, Deloitte, on behalf of United States Customs and Border Protection. It should take about five 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.

Interviewer: If interviewee consents, offer to use iPad to take survey. Inform that they can take the survey in English, Spanish, French, or Mandarin.

If unable to take on iPad, or prefer to be interviewed, say: Please listen carefully to each question and answer to the best of your abilities.

Language Selection (page 1): Dropdown box of English, Spanish, French, or Mandarin

Background Questions

1. Are you 18 years (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. On a scale of 1-5, 5 being the best, evaluate the following about your entry process experience today? (*N/A for Officer Experience*)
 - Overall Entry Process Experience
 - Overall Officer Experience
 - Overall Inspection Area

3. How strongly do you agree with: I felt welcomed to the U.S. based on my entry process experience?
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree

- Strongly Disagree
4. **(PN: If Q2 Officer = 1-3)** What could have improved your Officer experience?
- Faster processing of entry
 - Communicated more clearly
 - More professional
 - More friendly/welcoming
 - Other: specify
5. **(PN: If Q2 Inspection Area = 1-3)** What could have improved the inspection area?
- Have clearer signs/signs in my language
 - Have a clearer layout/lines
 - More airport staff to help and/or guide me
 - Make it more welcoming
 - Improve the video shown in the entry processing area
 - Other: specify
6. Are you entering as a:
- U.S. Citizen
 - Canadian Citizen
 - Visitor with a Visa
 - ESTA/VISA Waiver
 - Lawful Permanent Resident (Green Card Holder)
7. Which line did you use for the initial entry process? (Pictures next to answer options)
- Global entry
 - APC Kiosk
 - Inspection booth
 - Mobile App
8. What's your best estimate for how long your entry process took (from waiting in line to finishing your officer interaction)? *Give your answer to the nearest 5 minutes.*
- Dropdown of time (0 – 2 hours in 5 minute intervals then “Over 2 hours”; options will read as 1 hour and 30 minutes, etc.)*
- Don't know
9. How would you characterize this wait time?

- Short
- Reasonable
- Long

10. How would you describe today's entry experience as compared to your last experience?

- More positive
- More negative
- No change
- Not Applicable (e.g., First time visit)

11. How did your entry process experience affect your desire to return to the United States? (**Non-U.S. citizens ONLY**)

- Positively
- Negatively
- No effect

12. Based on your entry process experience, do you have a more positive or negative impression of the United States?

- More positive
- More negative
- No change

Lastly, some information about yourself:

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

- Business
- Pleasure
- Personal
- Prefer not to answer

14. Including this trip, how many times have you been through the United States entry process in the past 2 years?

- 1 time
- 2 times
- 3 times
- 4 times
- 5 times
- 6 or more times

- Don't know

15. **(PN: If selected U.S. or Canadian citizen in Q6)** Do you hold any additional citizenships?

- Yes
- No

16. **(PN: If selected Visitor with a Visa, ESTA, or Green Card Holder in Q6 OR yes in Q15)** In which country or countries do you currently hold citizenship?
Select all that apply.

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

17. What is your primary language?

- English
- Chinese – Mandarin
- Chinese – Cantonese
- Dutch
- French
- German
- Italian
- Japanese
- Portuguese
- Spanish
- Swedish
- Other: specify

18. What bucket does your age fall in?

- 18-24
- 25-34
- 34-44

- 45-54
- 55-64
- 65 or over
- Prefer not to answer

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

- Male
- Female
- Other
- Prefer not to answer

20. Finally, do you have any suggestions for improvement? *You don't have to answer this question. (PN: Not required)*

The survey is complete. Thank you for your time.

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