

Traveler Satisfaction Survey
OMB APPROVED Survey
8/21/19

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 5 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.

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

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, Mandarin, or Japanese.

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 Customs and Border Protection experience today? (N/A for Officer Experience)
 - Overall Customs and Border Protection Experience
 - Overall Customs and Border Protection Officer Experience
 - Overall Non-Customs and Border Protection Officer Experience
 - Overall U.S. Customs Physical Processing Area

FOR TRANSLATORS – PLEASE PROVIDE VERBIAGE FOR

5 – The Best
1 – The Worst

3. How strongly do you agree with the statement: I felt welcomed into 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 physical processing 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
 - Updated facilities
 - 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 your initial passport processing? (Pictures next to answer options)
- Global entry
 - APC Kiosk
 - Inspection booth
 - Mobile App

8. How many people were in your party?
9. What's your best estimate for how long your entire passport process took (from waiting in line to finishing your officer interaction)?

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

- Don't know

10. How would you characterize this wait time?

- Short
- Reasonable
- Long

11. 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
- Not Applicable (e.g., First time visit)

12. How did your Customs and Border Protection process experience affect your desire to return to the United States? (***Non-U.S. citizens and non-Green Card Holders ONLY***)

- Positively
- Negatively
- No effect

13. Based on your Customs and Border Protection experience today, what impression do you have of the United States? (***Non-U.S. citizens only***)

- More positive
- More negative
- No change

Lastly, some information about yourself:

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

- Business
- Pleasure

- Personal
- Prefer not to answer

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

- First time
- 2 times
- 3 times
- 4 times
- 5 times
- 6 – 10 times
- More than 10 times
- Don't know

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

- Yes
- No

17. **(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

18. What is your primary language?

- English
- Spanish
- German
- French
- Chinese – Mandarin

- Chinese – Cantonese
- Dutch
- Italian
- Japanese
- Portuguese
- Swedish
- Other: specify

19. What range does your age fall in?

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

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

- Male
- Female
- Other
- Prefer not to answer

21. 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.