

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1651-0136)**

**TITLE OF INFORMATION COLLECTION:** Traveler Satisfaction Survey

**PURPOSE:** The purpose of this information collection is to gather feedback from international travelers arriving at U.S. ports of entry to gain insight into their satisfaction and perception of the CBP international arrivals process at 25 domestic airports.

**DESCRIPTION OF RESPONDENTS:** This will be a voluntary intercept survey conducted in the Federal Inspection Services area after the completion of primary CBP processing. The survey is aimed at all types of travelers from U.S. citizens, Lawful Permanent Residents, to Visitors. The survey will be conducted in multiple languages to include English, French, Mandarin, Japanese, and Spanish. The survey will be conducted by contractors on behalf of CBP.

**TYPE OF COLLECTION:** (Check one)

- |  |  |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form          | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group                  |
| <input type="checkbox"/> Focus Group                                   | <input type="checkbox"/> Other: _____                            |

**CERTIFICATION:**

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Daniel P. Tanciar

To assist review, please provide answers to the following question:

**Personally Identifiable Information: Select either Yes or No for each question.**

1. Is personally identifiable information (PII) collected?  Yes  No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974?  Yes  No N/A
3. If Yes, has an up-to-date System of Records Notice (SORN) been published?  Yes  No N/A

**Gifts or Payments: Select one.**

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?  Yes  No

## BURDEN HOURS

Category of Respondent	No. of Respondents	Time Per Response	Total Burden Hours
Individuals or Households Per Survey Period	25,000	3 minutes	1,250 Hours
<b>Totals per fiscal year. 2 Total survey periods</b>	<b>25,000</b>		<b>2,500 Hours</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$1.9 million Per contract with Elevation.

**PUBLIC COST:** The estimated cost to the respondents is \$117,750. This is based on the estimated burden hours (2,500) multiplied by the average hourly wage rate for all-purpose air travelers (\$47.10). CBP used the U.S. Department of Transportation’s (DOT) recommended hourly value of travel time savings for intercity, all purpose travel by air and high speed rail, which is provided in 2015 U.S. dollars. CBP assumes an annual growth rate of 0 percent; the 2015 U.S. dollar value is equal to the 2019 U.S. dollar value.<sup>1</sup>

**If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:**

### **The selection of your targeted respondents**

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?  
 Yes  No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

Interviewers will be escorted to a specifically designated position within baggage claim of the POE before exiting the facility. Potential participants waiting for luggage will be approached at random and solicited to take a brief survey about their arrival experience.

### **Administration of the Instrument**

1. How will you collect the information? (Check all that apply)  
 Web-based or other forms of Social Media  
 Telephone  
 In-person  
 Mail  
 Other, Explain
2. Will interviewers or facilitators be used?  Yes  No

---

<sup>1</sup> Source: U.S. Department of Transportation, Office of Transportation Policy. *The Value of Travel Time Savings: Departmental Guidance for Conducting Economic Evaluations Revision 2 (2016 Update)*, “Table 4 (Revision 2 - 2016 Update): Recommended Hourly Values of Travel Time Savings for Intercity, All-Purpose Travel by Air and High-Speed Rail.” September 27, 2016. Available at <https://www.transportation.gov/sites/dot.gov/files/docs/2016%20Revised%20Value%20of%20Travel%20Time%20Guidance.pdf>. Accessed June 4, 2019.

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**

The following materials are submitted with this form: both versions of the survey in MS Word, the surveys as they will be presented online (HTML archive file). There will be no emails sent. Only the survey filled out on site and no PII collected.