

**OMB BURDEN STATEMENT:** According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 1651-0136. The time to complete this information collection is estimated at 25 minutes including the time for reviewing instructions and completing the information.



0%

The University of Houston-Borders, Trade, and Immigration (BTI) Institute, working on behalf of the Department of Homeland Security (DHS) is conducting an assessment of the U.S. Customs and Border Protection (CBP) Customs Trade Partnership Against Terrorism (CTPAT) Program. A crucial part of the assessment is to hear from CTPAT Program participants, via this survey, about ways in which the program can be improved for you and future program participants.

To ensure the confidentiality and security of your responses, the survey is being hosted by a third-party survey research contractor. Data will be collected securely and will be reported only in the aggregate. Your individual responses will never be shared in a way that could identify you or your company. Your feedback and participation are valued.

The survey will take about 25-30 minutes to complete.

Thank you in advance for your participation and your valuable feedback.

Please click 'Next' to continue.

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1%

The first series of questions is about your role or involvement in the CTPAT program.

What is your involvement with the CTPAT Program?

Select one.

I am the primary CTPAT point of contact for my company

I am a secondary CTPAT point of contact for my company

I am a former CTPAT point of contact at this or another company

Never a point of contact with CTPAT

Company is no longer a CTPAT participant

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2%

How long have you been a CTPAT point of contact for your current or former company?

 Less than 1 year 1-3 years 4-6 years 7-9 years 10-14 years 15+ years

Were you involved in the CTPAT Program for your company when your company was first certified?

 Yes No We are not yet certified[NEXT](#)

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In a typical month, how many hours do you, personally, spend managing the CTPAT Program for your company?

- Less than 1 hour
- 1 to 10 hours
- 11 to 20 hours
- 21 to 30 hours
- 31 to 40 hours
- More than 40 hours
- Not sure

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8%

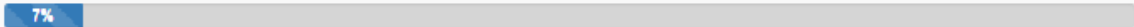
The next questions are about your organization's participation in the program.

Which business type reflects your company's category of enrollment with CBP/CTPAT?

Select all that apply:

 U.S. Importer of Record U.S./Canada Highway Carrier U.S./Mexico Highway Carrier Rail Carrier Sea Carrier Air Carrier U.S. Marine Port Authority/Terminal Operator U.S. Air Freight Consolidator, Ocean Transportation Intermediary, or Non-Vessel Operating Common Carrier (NVOCC) Foreign Manufacturer Licensed U.S. Customs Broker Third party Logistics (3PL) Other, please specify:

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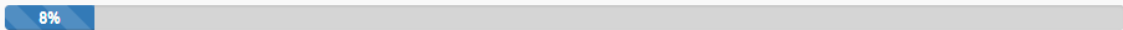
In what country is your company's headquarters located?

Select one.

- United States
- Canada
- Mexico
- 

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What is your current CTPAT status?

*Select one.*

- Awaiting certification
- Certified
- Certified/validated

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Approximately how long has your company been CTPAT **certified**? If you are not sure, please give your best estimate.

- Not yet CTPAT certified
- Less than a year
- 1 to 2 years
- 3 to 5 years
- 6 to 10 years
- 11 or more years
- Not sure

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How many **validations** has your company participated in?

*Please include validations and revalidations*

- None
- One
- Two
- Three
- Four
- Five
- Five or more
- Not sure

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What is your current CTPAT status?

Select one.

- Tier 1 (certified only)
- Tier 2 (certified and validated)
- Tier 3 (certified, validated and designated)
- None of these

To what CTPAT Field Office(s) are you assigned?

Select all that apply.

- New York, NY
- Newark, NJ
- Los Angeles, CA
- Buffalo, NY
- Miami, FL
- Houston, TX
- Not sure

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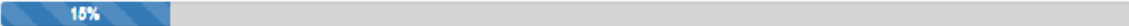
Has your company ever been suspended or removed from the CTPAT program?

Yes

No

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What were the circumstances of your company's suspension or removal?

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17%

What are the major types of goods your company imports?

*Select all that apply.*

 Apparel/accessories Automobiles/auto parts Building materials/hardware Chemicals Computer hardware/software Consumer electronics/appliances Electronic equipment/components Foods/beverages/agricultural products General merchandise Heavy machinery Metals/mining materials Petroleum or petroleum products Sporting goods/equipment Textiles/linens Toys/games Other, please specify:

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18%

What are the **primary** points of origin for your company's imports?  
*Select all that apply.*

China
Hong Kong
Japan
Malaysia
Philippines
Taiwan
Other Asia
Canada
Mexico
Other Central America
Colombia
Brazil
Chile
Argentina
Venezuela
Other South America
India
Pakistan
Africa
Israel
Turkey
Other Middle East
Australia
New Zealand
UK/Ireland
European Union
Other, please specify:

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20%

What are the major types of cargo your company transports?

*Select all that apply.*

 Apparel/accessories Automobiles/auto parts Building materials/hardware Chemicals Computer hardware/software Consumer electronics/appliances Electronic equipment/components Foods/beverages/agricultural products General merchandise Heavy machinery Metals/mining materials Petroleum or petroleum products Sporting goods/equipment Textiles/linens Toys/games Other, please specify:

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21%

What **primary** points of origin does your company transport cargo from?

Select all that apply.

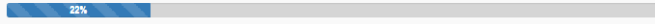
 China Hong Kong Japan Malaysia Philippines Taiwan Other Asia Canada Mexico Other Central America Colombia Brazil Chile Argentina Venezuela Other South America India Pakistan Africa Israel Turkey Other Middle East Australia New Zealand UK/Ireland European Union Other, please specify:



**OMB BURDEN STATEMENT**  
 information unless it displays  
 to complete this information



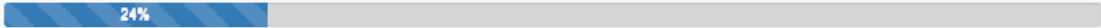
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 completing the information.



How important were each of the following in your company's **decision to join CTPAT**?

	Single most important <i>(select one in this column)</i>	Very important	Important	Not too important	Not at all important	Not sure/NA
Reduces disruptions in your supply chain	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Front of the line privileges when shipments you are carrying are selected for exam	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost savings/mitigation of penalties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhances brand reputation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrates good corporate citizenship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Potential to be recognized as "trusted" by foreign Customs administrations that have <u>Mutual Recognition</u> with the U.S.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Front of the line privileges at U.S. Ports of Entry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fulfills a contractual requirement or expectation from business partners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Single most important <i>(select one in this column)</i>	Very important	Important	Not too important	Not at all important	Not sure/NA
Priority consideration at CBP's Centers of Excellence and Expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduced exams of your shipments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased supply chain visibility and lead time predictability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Establishes a process to review your supply chain operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Makes your company more competitive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to the Free and Secure Trade lanes (FAST)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhances standards within your industry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fewer inspections from CBP when crossing the border	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Single most important <i>(select one in this column)</i>	Very important	Important	Not too important	Not at all important	Not sure/NA
Obtain CTPAT program benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business resumption priority following a natural disaster or terrorist attack	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible exemption from Stratified Exams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to the CTPAT Portal and library of training materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eligibility for other U.S. Government pilot programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importer eligibility to participate in the Importer Self-Assessment Program (ISA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contractual eligibility to work with Importers and other carriers via our program membership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduced targeting for your shipments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Single most important <i>(select one in this column)</i>	Very important	Important	Not too important	Not at all important	Not sure/NA
Assignment of a Supply Chain Security Specialist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meets expectations of business partners, through not contractually obligated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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What other reasons, if any, were important in your company's decision to join CTPAT?

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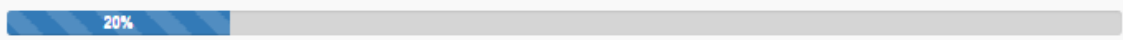
16%

How important were each of the following in your company's **decision to continue** as a CTPAT member?

	Single most important <i>(select one in this column)</i>	Very important	Important	Not too important	Not at all important	Not sure/NA
Priority consideration at CBP's Centers of Excellence and Expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Makes your company more competitive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fulfills a contractual requirement or expectation from business partners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible exemption from Stratified Exams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduces disruptions in your supply chain	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meets expectations of business partners, through not contractually obligated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost savings/mitigation of penalties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrates good corporate citizenship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Single most important <i>(select one in this column)</i>	Very important	Important	Not too important	Not at all important	Not sure/NA
Possible exemption from Stratified Exams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fewer inspections from CBP when crossing the border	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Potential to be recognized as a "trusted" trade Partner by foreign Customs administrations that have <u>Mutual Recognition</u> with the U.S.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fulfills a contractual requirement or expectation from business partners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhances brand reputation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to the CTPAT Portal and library of training materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost savings/mitigation of penalties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Priority consideration at CBP's Centers of Excellence and Expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Single most important <i>(select one in this column)</i>	Very important	Important	Not too important	Not at all important	Not sure/NA
Obtain CTPAT program benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to the Free and Secure Trade lanes (FAST)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduces disruptions in your supply chain	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assignment of a Supply Chain Security Specialist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contractual eligibility to work with Importers and other carriers via our program membership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Which of the following metrics does your company track to measure the benefit of the CTPAT Program (e.g. reduced inspections or faster processing times)?

Select all that apply.

- Reduced examinations or inspections
- Reduced security incidents
- Front of line privileges/faster crossing time
- Use of FAST lanes
- Other, please specify:
- None/We don't track metrics related to CTPAT

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21%

Which of the following applies to **your company**?

*Select all that apply.*

You require your eligible business partners to participate in CTPAT

You suggest that your partners participate, but do not require it

You require non-CTPAT eligible business partners to comply with CTPAT requirements

None of the above

Which of the following applies to your **business partners**?

*Select all that apply.*

They require the companies they work with to participate in CTPAT

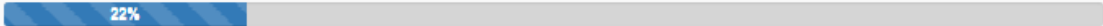
They suggest that the companies they work with participate, but do not require it

They require non-CTPAT eligible companies they work with to comply with CTPAT requirements

None of the above

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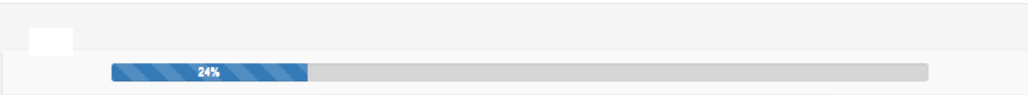
How would you describe your company's **overall experience** with CTPAT so far?

Select one.

- The benefits outweigh the costs
- The benefits and the costs are about the same
- The costs outweigh the benefits
- Not sure/It's too early to tell

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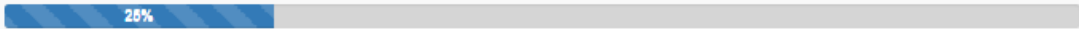


The next few questions are about how CTPAT has performed or delivered on many of the program benefits that may have been important to you in joining or continuing with the program.

{INS}How would you rate the CTPAT program on meeting/delivering each of the following benefits of participation?

	Excellent	Good	Fair	Poor	Not sure
Business resumption priority following a natural disaster or terrorist attack	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhances standards within your industry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Makes your company more competitive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eligibility for other U.S. Government pilot programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrates good corporate citizenship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meets expectations of business partners, through not contractually obligated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Establishes a process to review your supply chain operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Front of the line privileges when shipments you are carrying are selected for exam	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Excellent	Good	Fair	Poor	Not sure
Possible exemption from Stratified Exams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fewer inspections from CBP when crossing the border	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Potential to be recognized as "trusted" by foreign Customs administrations that have <u>Mutual Recognition</u> with the U.S.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fulfills a contractual requirement or expectation from business partners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhances brand reputation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to the CTPAT Portal and library of training materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost savings/mitigation of penalties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Priority consideration at CBP's Centers of Excellence and Expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Excellent	Good	Fair	Poor	Not sure
Access to the Free and Secure Trade lanes (FAST)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduces disruptions in your supply chain	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assignment of a Supply Chain Security Specialist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contractual eligibility to work with Importers and other carriers via our program membership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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What is a benefit your company has NOT realized from CTPAT that you thought it would?

NEXT



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27%

How much of your business, if any, would be lost if your company left the CTPAT Program?

75-100% of business would be lost

50-74% of business would be lost

25-49% of business would be lost

10-25% of business would be lost

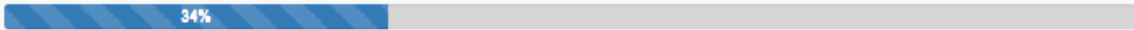
Less than 10% of business would be lost

No business would be lost

Not sure

NEXT

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When answering the next few questions, please think about the initial implementation.

Overall, how satisfied were you with the initial implementation process to bring your company into compliance with CTPAT?

Very satisfied

Satisfied

Dissatisfied

Very dissatisfied

Was not involved in initial implementation

NEXT

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36%

Approximately what proportion of CTPAT program criteria had already been implemented at your company before it joined CTPAT?

All or nearly all of the CTPAT program criteria

Most of the CTPAT program criteria

Half of the CTPAT program criteria

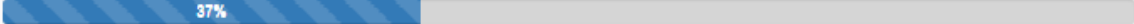
Less than half of the CTPAT program criteria

None of the CTPAT program criteria

Not sure

NEXT

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How easy or difficult was the implementation of CTPAT program criteria for your company?

Very easy

Easy

Difficult

Very difficult

Not sure

NEXT

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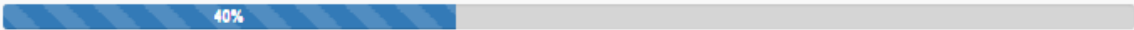
38%

How challenging, if at all, were each of the following to your company at the time your company decided to join and implement the CTPAT Program?

	Single greatest challenge (select one in this column)	Very challenging	Somewhat challenging	Not too challenging	Not a challenge at all	Not sure
Costs associated with implementing required physical security upgrades	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting information from supply chain providers about their compliance with program criteria	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preparing for validation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating the security profile in the CTPAT portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrating value (ROI) to executive level leadership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding program requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT

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When it comes to **bringing your company into compliance** with CTPAT, have the costs incurred been substantial, moderate, minimal, or were no costs incurred in that area?

	Substantial costs	Moderate costs	Minimal costs	No costs	Not sure
Personnel education and training about CTPAT	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Program related activities and events such as validation re-validation, and/or conference attendance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical security improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personnel hours spent on CTPAT (not including training and education)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Travel and outreach to supply chain providers to obtain/verify security information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT

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**Switching gears to the initial validation...**

Overall, how satisfied were you with the **initial validation** process?

Very satisfied

Satisfied

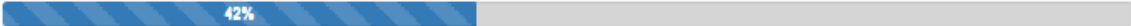
Dissatisfied

Very dissatisfied

Was not involved in initial validation

**NEXT**

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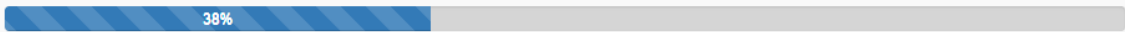
How well do each of the following describe the **initial validation** process?

	Describes very well	Describes well	Does not describe well	Does not describe at all	Not sure/NA
Wait time for validation (scheduling and the process itself) was reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clear instructions to prepare for validation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supply chain partners were cooperative in validation visits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foreign site visit(s) went well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Costs and resources invested in validation site visits were reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Validation process was thorough	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Validation was worth the investment in time and resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT



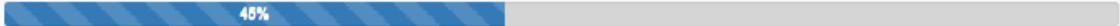
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What makes you say that the foreign site visit did not go completely well/smoothly?

NEXT

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What, if anything, can be improved about the CTPAT **validation** process?

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40%

Once your company completed validation it received a **validation report** detailing the aspects of the actual site visit(s), documenting compliance with minimum security criteria (MSCs) and identifying best practices or actions required.

How well do each of the following statements describe the **validation report** you/your company received?

	Describes very well	Describes well	Does not describe well	Does not describe at all	Not sure/NA
Extensive and detailed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It clearly documented compliance with minimum security criteria (MSCs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It gave useful suggestions about best practices or improvements beyond MSCs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It gave actionable guidance on how to satisfy minimum security criteria (MSCs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It was clear about required actions/next steps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

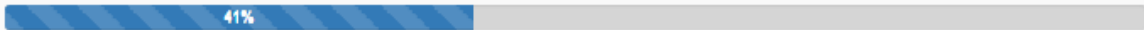
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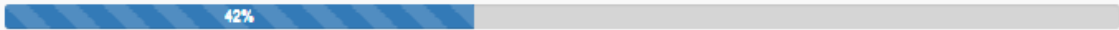
Once you received the validation report, how did you use it within your company?

Select all that apply.

- It was provided to executive leadership
- It was shared with business partners within the supply chain
- It was shown only to those who participated in the validation
- It was reviewed only by the primary point of contact for the program
- It was used to make improvements to our operational security
- None of the above
- Not sure

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What part of the **validation report** was MOST helpful to your company?

Select up to two.

Sections confirming compliance with minimum security criteria (MSCs)

Actions Required

Best Practices

Review of what the Partnership Validation Team (PVT) saw during the site visits

Other, please specify:

Not sure

What, if anything, can be improved about the CTPAT **validation report**?

NEXT

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**Thinking about the ongoing participation and compliance in CTPAT, please answer the following questions.**

When it comes to managing your company's **ongoing participation and compliance** in CTPAT, have the costs incurred been substantial, moderate, minimal, or were no costs incurred in that area?

	Substantial costs	Moderate costs	Minimal costs	No costs	Not sure
Program related activities and events such as validation re-validation, and/or conference attendance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Travel and outreach to supply chain providers to obtain/verify security information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical security improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personnel hours spent on CTPAT (not including training and education)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personnel education and training about CTPAT	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**NEXT**

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How challenging, if at all, are each of the following in managing your company's ongoing participation in the CTPAT program?

	Single greatest challenge <i>(select one in this column)</i>	Very challenging	Challenging	Not too challenging	Not a challenge at all	Not sure
Participating/preparing for validations and revalidations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Continuing to demonstrate value (ROI) of CTPAT participation to your executive leadership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicating with your assigned CTPAT SCSS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining security profile and completing annual review in CTPAT Portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What other areas do you find **challenging** about managing your company's ongoing participation in the CTPAT program?

**NEXT**

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47%

CTPAT recently announced new minimum-security criteria (MSC) for the program. Is this...

*Select all that apply.*

A positive development showing the program is evolving

Unwelcome news because additional effort/resources will be needed to comply with the new MSCs

Not the right time due to the COVID-19 crisis

Concerning due to the lack of uniformity of enforcing current MSCs by SCSS

I was not aware of new MSCs/I need to learn more

No opinion

Other, please specify:

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What, if anything, can CBP/CTPAT do to support you/your company in the **ongoing management** and implementation of the CTPAT Program?

NEXT

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**Now, turning to the revalidation process...**

Overall, how satisfied were you with the **revalidation** process?

Very satisfied

Satisfied

Dissatisfied

Very dissatisfied

Not sure

**NEXT**

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How well do each of the following describe the **revalidation** process?

	Describes very well	Describes well	Does not describe well	Does not describe at all	Not sure/NA
SCSS was professional and knowledgeable during revalidation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supply chain partners were cooperative in participating in revalidation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Revalidation is repetitive and of little value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resources invested in revalidation were reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You believe the revalidation process is necessary for companies to show they remain in compliance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Revalidation was worth the investment in time and resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Revalidation process was thorough	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructions to prepare for revalidation were clear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wait time for revalidation (scheduling and the process itself) was reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**NEXT**

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What, if anything can be improved about the CTPAT **revalidation** process?

NEXT

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84%

The next series of questions are about the ways you communicate with CTPAT and they communicate with you.

Which of the following resources have you utilized regarding CTPAT?

*Select all that apply.*

 Supply Chain Security Specialist (SCSS) CTPAT meetings or conferences Video announcements CBP Personnel in DC Headquarters CTPAT web portal Personnel at CBP Field Offices or Ports besides SCSS None of these

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You indicated you attended a CTPAT meeting or conference. Would you say the meeting or conference was...

- Extremely valuable
- Valuable
- Somewhat valuable
- Not too valuable
- Not valuable at all
- Not sure

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How would you describe the following aspects of communication between CTPAT and you/your company?

	Describes very well	Describes well	Does not describe well	Does not describe at all	Not sure/NA
Different Field offices and SCSS operate uniformly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your SCSS is knowledgeable about your industry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your SCSS answers your questions to your satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You have had a consistent SCSS dedicated to you/your company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web portal is easy to use and get information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You know who to contact at CTPAT for answers to your questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your SCSS is responsive to your requests in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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57%

Is the amount of contact you have with your assigned Supply Chain Security Specialist (SCSS)...

Too much

About right

Not enough

How often would you like to have contact with your assigned Supply Chain Security Specialist (SCSS)?

At least monthly

At least quarterly

Only with updates or important news

Only if you contact them

Not sure

NEXT



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Which of the following best describes your role in the mandatory annual security profile review and updates in the CTPAT Portal?

Select one.

- I am solely responsible for the annual review and updates in the portal
- I am responsible with others
- I have a small indirect role
- I have no role

NEXT

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How would you rate the CTPAT web portal on each of the following?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Not sure
Technical support for the CTPAT web portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to Certification/Validation instructions and FAQs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing a platform for communicating with your SCSS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall ease of use and navigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing a repository for documentation of your CTPAT membership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**NEXT**

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How interested would you be in a **formal comment system** that would allow you to provide feedback regarding your experiences with CTPAT?

- Very interested
- Somewhat interested
- Not too interested
- Not interested at all
- Not sure

**NEXT**

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**A few questions about your company's anticipated future with CTPAT.**

Has your company ever considered leaving the CTPAT program?

Yes

No

Not sure

**NEXT**

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64%

What are some of the factors that led you to consider leaving CTPAT?

*Select all that apply.*

 Third-party issues / costs Increase in liability Increase in requirements/costs/workload Major security breach Lack of foreign suppliers willing to participate Competing program(s) in a key source country or within federal government Lack of harmonization among programs (e.g. if you have to apply for validation in each country you deal with) Other, please specify:[NEXT](#)

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How likely is your company to **continue** in the CTPAT program?

- Definitely will continue
- Probably will continue
- May/may not continue
- Probably will not continue
- Definitely will not continue
- Not sure

**NEXT**

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What makes you say your company **Definitely will continue** in the CTPAT program?

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Lastly, we'd like to understand how or if your company has been impacted by COVID-19 and potential impacts going forward.

How much has the COVID-19 pandemic affected your business?

- A Lot
- Some
- Not much
- Not at all

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70%

In the twelve months after the social distancing guidelines and travel restrictions are lifted, do you anticipate that **employee travel at your company** will...

Continue to be significantly reduced due to COVID-19

Continue to be somewhat reduced due to COVID-19

Resume to the same levels as before the COVID-19

Resume at higher levels than before COVID-19

Not sure

In the next 12 months, do you anticipate the number of personnel your company uses for supply chain operations, assessments, and travel and engagements will...

Remain the same

Increase

Decrease

Not sure

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Considering the current social distancing and travel restrictions in place, do you feel the CTPAT validation process can be **effectively conducted virtually using technology?**

- Yes
- Maybe, depending on how it is done
- No, virtual validations cannot replace physical site visits
- Not sure

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72%

As a result of the COVID-19 crisis, do you foresee your company...

*Select all that apply.*

Redrawing the entire supply chain matrix to adjust to a post-COVID environment

Greatly reducing the size and distance of our provider base so that it can be more easily maintained

Relying more heavily on 3rd party sources to select and maintain our provider base

Maintaining its current provider base by using technology instead of in-person visits

Limiting its provider base by using technology instead of in-person visits

Not sure

None of these

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If the CTPAT program adjusted operations for COVID concerns, what would be the MOST effective way to manage CTPAT members?

Select one

Require less travel and rely more on virtual technology for site visits

Rely completely on documentation and evidence of implementation provided by the company without any site visits.

Do not adjust

Not sure

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If the CTPAT program reduced physical site visits, they may need to make adjustments to the program. How likely would your company be to continue as a CTPAT member if the following adjustments were made?

	Definitely would continue	Probably would continue	May/may not continue	Probably would not continue	Definitely would not continue	Not sure
Reduced program benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Greater use of third-party assessments and/or self-regulation for CTPAT compliance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More frequent and random contact from your assigned SCSS to verify your security profile	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stronger minimum-security criteria (MSC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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77%

Which of the following are the biggest challenges facing your business due to COVID-19?

*Select all that apply.*

 Adopting and implementing new technology Restrictions on business travel and site visits Cost of overall operations given restricting budgets Ability to continue business operations Retainment of staff/personnel Other, please specify: Not sure[NEXT](#)

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How do you think global supply chain security will be affected by COVID-19?

Select all that apply.

- More concern about facilitation
- More investment in virtual technology
- More interest in operational cost reduction to ensure profitability
- More concern about security
- None of the above
- Not sure

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After your company begins to operate in a post COVID-19 environment, do you anticipate the CTPAT program for your company will...

Increase in importance

Remain the same

Decrease in importance

Will no longer be part of our company's supply chain needs

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How has interest in the CTPAT program changed, if at all, among your Executive team as a result of COVID-19?

Increase in interest

Remain the same

Decrease in interest

No longer interested in participating

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**Thank you for taking the time to complete this survey. Before submitting your responses, please let us know if you would be interested in providing additional feedback.**

To help the CTPAT program improve further, would you be interested in participating in a one-on-one interview or group discussion about the program later this year?

*As with this survey, your responses will be kept completely confidential. Nothing you share will be attributed to you or your company or shared in any way with U.S. CBP.*

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84%

Please enter the best email address and phone number where we can reach you regarding future feedback about CTPAT as part of this study.

Email:

Phone:

If you prefer, you may email the University of Houston CTPAT program evaluation team at [CTPATStudy@ct-strategies.com](mailto:CTPATStudy@ct-strategies.com) and let them know you are volunteering to participate in an additional one-on-one interview or small group discussion.

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Thank you for your time taking this survey, your responses have been submitted. The University of Houston-Project Team values your thoughts and opinions and will use your feedback and the feedback of others to improve the program.