



# U.S. Customs and Border Protection

OMB No. 1651-0136, Expiration: 02/28/2021

## Reimbursable Services Program Stakeholder Feedback - 2018

### Introduction

U.S. Customs and Border Protection (CBP) appreciates your feedback on the Reimbursable Services Program. What you tell us about the program helps us to improve our partnership.

Your participation is voluntary.

Click the button below to start the survey. Thank you for your participation!

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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 10 minutes. If you have any comments regarding the burden estimate you can write to U.S. Customs and Border Protection, Office of Regulations and Rulings, 90 K Street, NE., Washington DC 20229.



## Reimbursable Services Program Stakeholder Feedback - 2018

### Program Utilization

1. On Average, with what frequency did you as the stakeholder use the Reimbursable Services Program?

- |                               |  |
|-------------------------------|--|
| <input type="radio"/> Daily   | <input type="radio"/> Every other Month    |
| <input type="radio"/> Weekly  | <input type="radio"/> Less than five times |
| <input type="radio"/> Monthly | <input type="radio"/> Never                |

If Never, please explain why you did not use the program:



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Program Satisfaction:

2. Overall, how satisfied are you with the Reimbursable Services Program (RSP)?

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

Please Describe:

3. How satisfied are you with the level of service provided by CBP Headquarters Staff?

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

Please Describe:

#### 4. How satisfied are you with the level of service provided by CBP Port Staff?

Very Dissatisfied

Satisfied

Dissatisfied

Very Satisfied

Neutral

Please Describe:

#### 5. How satisfied are you with the process for requesting services?

Very Dissatisfied

Satisfied

Dissatisfied

Very Satisfied

Neutral

Please Describe:

#### 6. How satisfied are you with CBP's fulfillment of your requested services?

Very Dissatisfied

Satisfied

Dissatisfied

Very Satisfied

Neutral

Please Describe:

## 7. How satisfied are you with the billing process?

Very Dissatisfied

Satisfied

Dissatisfied

Very Satisfied

Neutral

Please Describe:

## 8. How satisfied are you with the payment process?

Very Dissatisfied

Satisfied

Dissatisfied

Very Satisfied

Neutral

Please Describe:

## 9. How satisfied are you with the Monthly Metrics Reports?

Very Dissatisfied

Satisfied

Dissatisfied

Very Satisfied

Neutral

Please Describe:

## 10. How satisfied are you with the Annual Overview Report?

Very Dissatisfied

Satisfied

Dissatisfied

Very Satisfied

Neutral

Please Describe:

**11. How satisfied are you with your meetings and local coordination with CBP staff?**

Very Dissatisfied

Satisfied

Dissatisfied

Very Satisfied

Neutral

Please Describe:

**12. How satisfied are you with the program meeting your goals and needs?**

Very Dissatisfied

Satisfied

Dissatisfied

Very Satisfied

Neutral

Please Describe:

**13. Is there anything CBP can do to increase your satisfaction with the program?**



## Reimbursable Services Program Stakeholder Feedback - 2018

Program Impact:

14. In general, has RSP had a positive impact for you as the stakeholder?

- Yes
- No
- N/A

Please Describe:

15. Has RSP provided a positive impact for your own stakeholders and/or the community?

- Yes
- No
- N/A

Please Describe:

**16. Has RSP received positive attention from local media?**

Yes

No

N/A

Please Describe:

**17. Has RSP received positive attention from state/local government officials or public representatives?**

Yes

No

N/A

Please Describe:





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18. Please select your Port Type

- Air
- Land
- Sea



## Reimbursable Services Program Stakeholder Feedback - 2018

### Impact to Airport Operations:

19. Has the airport seen an increase in the total number of flights due to the program?

Yes

No

Please Describe:

20. Will the availability of the program impact your forecasts for total number of flights next year?

Yes

No

Please Describe:

21. Has the airport been able to add flights outside of CBP's normal operating hours?

Yes

No

Please Describe:

22. Has the airport been able to reschedule flights because of the program availability?

Yes

No

Please Describe:

23. Has there been a reduction in primary processing wait times due to RSP hours?

Yes

No

Please Describe:

24. Have the airlines reported a decrease in the number of missed passenger connections?

Yes

No

Please Describe:

25. Have the airlines reported a decrease in the number of missed baggage connections?

Yes

No

Please Describe:

26. Have flights been processed more quickly through CBP?

Yes

No

Please Describe:

27. In general, has RSP had a positive impact on traveler satisfaction at your airport?

Yes

No

Please Describe:

28. Do the airlines favor the program at your airport?

Yes

No

Please Describe:

29. Briefly describe how you are utilizing the program to date:



## Reimbursable Services Program Stakeholder Feedback - 2018

Impact to Land Port Of Entry Operations:

### 30. Have you seen an increase in pedestrian volume?

- Yes
- No
- N/A

Please Describe:

### 31. Have you seen a decrease in pedestrian wait times?

- Yes
- No
- N/A

Please Describe:

32. Have you seen an increase in personally owned vehicle volume?

- Yes
- No
- N/A

Please Describe:

33. Have you seen a decrease in personally owned vehicle wait times?

- Yes
- No
- N/A

Please Describe:

34. Have you seen an increase in commercially owned vehicle volume?

- Yes
- No
- N/A

Please Describe:

35. Have you seen a decrease in commercially owned vehicle wait times?

- Yes
- No
- N/A

Please Describe:

**36. Will the availability of the program positively impact your traffic forecasts for next year?**

- Yes
- No
- N/A

Please Describe:

**37. In general, has RSP had a positive impact on traveler satisfaction at your port?**

- Yes
- No
- N/A

Please Describe:

**38. Have you seen an increase in toll revenue?**

- Yes
- No
- N/A

Please Describe:



**39. Do your stakeholders favor the program at your port?**

- Yes
- No
- N/A

Please Describe:

**40. Briefly describe how you are utilizing this program to date:**



## Reimbursable Services Program Stakeholder Feedback - 2018

Impact to Sea Port of Entry Operations:

41. Have you seen a decrease in passenger wait times during RSP usage?

- Yes
- No
- N/A

Please Describe:

42. Has the program provided additional opportunities for cargo and commercial goods to be processed?

- Yes
- No
- N/A

Please Describe:

**43. Has there been an increase in vessels being cleared?**

- Yes
- No
- N/A

Please Describe:

**44. Do your local stakeholders favor the program?**

- Yes
- No
- N/A

Please Describe:

**45. In general, has RSP had a positive impact on traveler satisfaction at your port?**

- Yes
- No
- N/A

Please Describe:

**46. Briefly describe how you are utilizing this program to date:**



## Reimbursable Services Program Stakeholder Feedback - 2018

### Concluding Comments:

47. What goals are you trying to achieve in utilizing the program?

48. Has the program helped you meet those goals?

Yes

No

Please Describe:

49. Do you plan to request services throughout the remainder of the year?

Yes

No

Please Describe:

50. Please provide any additional comments or feedback with respect to RSP: