Individual Information Collection Request

Under GSA's Generic Clearance: Improving Customer Experience - Implementation of Section 280 of OMB Circular A-11

OMB Control No. 3090-0321

Tell us about your experience with the Traveler Communications Center (ADIS)

Please complete this survey regarding your recent experience with U.S. Customs and Border Protection's Traveler Communications Center (TCC). This survey is being conducted by the TCC to gain feedback and help improve the traveler's experience contacting the communications center. It should take less than two minutes to complete. Your response is anonymous and is voluntary.

1. I am satisfied with the service I received from the Traveler Communications Center. Strongly Disagree Disagree Neutral Agree Strongly Agree
2. This interaction with the Traveler Communications Center increased my trust in U.S. Customs and Border Protection. Strongly Disagree Disagree Neutral Agree Strongly Agree
3. Anything you want to tell us about your scores above?
Yes, keep going → No, only submit these responses

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4. My need was addressed by the Traveler Communications Center.
4. My need was addressed by the Traveler Communications Center.
Strongly Disagree
Disagree
Neutral
Agree
Strongly Agree
5. Once I contacted the Traveler Communications Center, it was easy to complete what I needed to do.
to complete what i needed to do.
Strongly Disagree
Disagree
Neutral
☐ Agree
Strongly Agree
6. Once I reached an employee at the Traveler Communications Center, my question or issue was resolved in a reasonable amount
of time.
Strongly Disagree
Disagree
Neutral
Agree
Strongly Agree

Trav	was treated fairly by the employee I interacted with at the release Communications Center.
0	Strongly Disagree
\bigcirc	Disagree
0	Neutral
\bigcirc	Agree
0	Strongly Agree
8. Er Cen	mployees I interacted with at the Traveler Communications ter were helpful.
0	Strongly Disagree
0	Disagree
0	Neutral
\bigcirc	Agree
0	Strongly Agree
9. An	ything else you'd like to share with us?

ADMINISTRATION DETAILS:

The following will be displayed on this Touchpoints survey:

OMB Control No. 0690-0030, Expiration Date: XX/XX/XXXX