

## Survey on Passport and Visa/Courier Services

The U.S. Department of State is responsible for issuing U.S. passports to American citizens. We are committed to delivering the best possible service to our customers. We are contacting you because you recently used a passport and visa/courier service to obtain your U.S. passport. Please take a few minutes to complete this survey which will help us understand what motivated you to use this service.

1. Was this the first time you applied for a passport?  
 Yes  
 No
  
2. Was this the first time you used a passport and visa/courier service?  
 Yes  
 No, I have used one once before  
 No, I have used one more than once before
  
3. How did you know that you could obtain your passport by using a passport and visa/courier service?  
 Internet search  
 Friend or relative  
 Employer  
 Tour company/cruise line that coordinated my trip  
 Advertisement  
 Article published in the media (print or online)  
 Other (please specify) \_\_\_\_\_
  
4. Why did you use a passport and visa/courier service?  
(Select all that apply)  
 It was convenient  
 I live far away from a passport agency  
 I was unable to get an appointment at a passport agency  
 My employer uses a passport and visa/courier service for travel  
 It was the only way I could get my passport quickly  
 Other (please specify) \_\_\_\_\_
  
5. Did your travel plans require a visa?  
 Yes  
 No  
 Not applicable

6. Did you have travel plans at the time you decided to use a passport and visa/courier service?
- Yes, I had travel planned to depart within 2 weeks
  - Yes, I had travel planned to depart within 4 weeks and needed a visa
  - Yes, I had travel planned but it was in more than 2 weeks
  - No, I needed a passport as a condition of employment
  - No, I did not have any travel plans and just wanted a passport
7. If you were traveling within 2 weeks or needed a visa for travel within 4 weeks, were you aware that you could have applied for your passport at a passport agency and not have to use a passport and visa/courier service?
- Yes
  - No
  - Not applicable
8. If you wanted your passport in more than 2 weeks, were you aware that you could have applied through the mail or at a passport acceptance facility (post office, clerk of court, library, etc.) and not have to use a passport and visa/courier service?
- Yes
  - No
  - Not applicable

Thank you for taking the time to complete this survey!