Care Provider Transportation Services Feedback Survey

Thank you for taking the time to complete this questionnaire on Transportation Services. The purpose of this survey is to understand how transportation is conducted for unaccompanied alien children, including safety procedures, mass transfers and the use of airline escorts. Your responses will help assess current practices, identify challenges, and improve transportation practices in compliance with ORR guidelines. This survey should take approximately 15 to 20 minutes to complete. Your responses will be kept private and your contact information will not be shared outside of ORR.

Required

Program Information

1. Program Name *

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   │   │
   └───┘

2. Name of person completing the survey. *

   ┌───┐
   │   │
   │   │
   └───┘

3. Email address of staff completing the form *

   ┌───┐
   │   │
   │   │
   └───┘

Safety and Staff Training

Assessing safety measures and staff training related to transportation

4. What safety measures are in place when transporting UACs to an ORR-approved sponsor? (Select all that apply) *

☐ Staff escort required for all trips

☐ GPS tracking of vehicles

☐ Emergency response plan in place

☐ Transportation audits

☐ Other

_____

5. What type of training do staff assisting in transportation (be it as escort or coordinating travel logistics) receive? Select all that apply *

☐ ORR transportation policies and procedures

☐ Child Safety and emergency training

☐ Human Trafficking awareness

☐ Behavioral management during transit

☐ No specialized training provided

☐ Other

_____

6. How often do staff receive training on transportation practices? Select one. *

○ Quarterly

○ Annually

○ Only when there are updates on transportation practices

○ Only upon hiring

○ Never

○ Other
  _____

7. How many times has the UAC stayed in a hotel due to delays, cancellations, or any other incident during travel in the last year? *

○ Never

○ 1 to 5 times aproximately

○ 6 to 10 times approximately

○ More than 10 times

Group Transfers - ORR Policy and Procedures Section 1.4.5

Group transfers (the transfer of more than one (1) unaccompanied alien child at a time) may occur because of changes in a care provider's bed capacity, through changes in program requirements that would eliminate a care provider from the list of approved facilities, or through an emergency event or natural disaster.
This section examines the process and challenges of transporting multiple children at once.

8. To your knowledge, has your facility ever participated in a mass transfer as the originating Program? If the answer is no please skip to question 15 *

◯ Yes

◯ No

9. If answered yes to question 8, to the best of your knowledge, how many mass transfers have your Program participated in as the originating Program?

◯ None

◯ One

◯ More than one but less than 3

◯ More than 3 but less than 6

◯ 6 or more

10. If answered yes to question 8, to the best of your knowledge, how many UACs on average were transported during those mass transfers?

○ Three to five UACs

○ Six to ten UACs

○ Eleven to fifteen UACs

○ More than fifteen UACs

11. In case there is the need of an urgent movement, do you believe your program has the necessary resources to coordinate and facilitate a mass transfer of UACs? *

○ Yes

○ No

12. If answered "No" to question 11, what resources do you need to be able to coordinate and facilitate a mass transfer of UACs?

Coordination with Sponsors

Reviewing how transportation logistics are communicated to sponsors and common challenges faced

13. How does your Program coordinate travel logistics? (select all that apply)

◯   Use of travel agency

◯   Use of dedicated staff for travel planning (transportation team)

◯   Case Manager or Case Aide coordinates the travel logistics

◯   Sponsor is responsible for travel logistics

◯   Other

_____

14. How is transportation information communicated to sponsors? *

□   Phone call

□   Text Message

□   Email

□   Other

_____

15. What is the most common issue encountered when coordinating with sponsors regarding transportation? *

○ Last-minute travel changes

○ Difficulty reaching sponsor

○ Sponsor lack of understanding of ORR Policies

○ Sponsors availability to pick up the UAC within 72 hours either at facility, airport or offsite location

○ Other
_____

Safety procedures - Transfer of Physical Custody

Understanding protocols for handling delays, cancellations and fraud prevention at the moment of transfer of custody to approved sponsor.

16. Does your organization have a protocol for unexpected delays or cancellations during transportation? *

○ Yes, a detailed written policy

○ Yes, but handled case by case

○ No

17. Has there been instances where the UAC had to come back into ORR care because there were trafficking concerns raised at the moment of transfer of physical custody? If "no" please skip to question #22. *

○ Yes

○ No

18. If answered "Yes" to question #17, please summarize the circumstances and steps taken in those occasions.

[   ]

Compliance with Updates on Transportation of Children at Release

This section aims to assess how Care Provider programs are implementing recent policy updates regarding the verification of sponsor identity at the time of transfer of custody to the approved sponsor. Specifically, it focuses on the requirement for staff to check and document sponsor identification, including capturing a digital image of the ID. Your responses will help identify any challenges, gaps, or resources needed to ensure full compliance with ORR Policy and Procedures during the transfer of custody to the approved sponsor.

19. Since the new recent changes were implemented (4/25/25), how has your program adjusted your procedures? *

   ☐ Program updated internal SOPs to reflect new requirements

   ☐ Staff has been trained on the updated procedures

   ☐ Program acquired additional devices (e.g. cell phones, tablets) to take and securely store ID images

   ☐ Program has not been able to implement the changes

   ☐ Other
   _____

20. Has your Program encountered any challenges in verifying sponsor ID or capturing the required documentation at the time of handoff? If no, please skip to question 22 *

   ○ No, everything is working smoothly.

   ○ Yes, occasionally

   ○ Yes, frequently

21. If answered "Yes" to question 20, please describe below the challenges encountered below.

22. Does your Program need any additional resources, guidance, or support to comply with the new ID verification requirements? Please explain. *

General Feedback

23. How can ORR improve its transportation processes and requirements *

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