

AIRLINE FEEDBACK SURVEY:

Passenger redirection during the 2026 Ebola outbreak and previous outbreaks

Note: Questions 1 to 8 refer to the Ebola outbreak that began in 2026

1) Approximately how many passengers who were scheduled to fly to the U.S. with your airline required itinerary changes, i.e., redirection or funneling, to designated ports of entry for public health entry screening?

_____passengers

☐ **Unknown**

2) Did your airline track costs associated with redirecting passengers?

☐ **Yes** ☐ **No**

If no, please try to provide rough estimates for the questions below.

2b) If rough estimates are provided, please check here: ☐

3) What was the approximate **TOTAL** cost to your airline of redirecting passengers (per passenger or total – enter one or both below). Please consider all the costs listed in the table below when calculating the total cost.

Per passenger \$_____ USD

Total \$_____ USD

☐ **Unknown**

3b) Does this include staff time?

☐ **Yes** ☐ **No**

4) Please check each potential cost category listed below if your airline incurred associated costs and, if possible, attempt to estimate the approximate fraction of the total costs for each (enter 0% if you did not incur any cost for any category).

Cost category (below should be mutually exclusive)	Cost incurred?	% of total (check box below if unknown)	Comments
Changing travel itineraries from original ports of entry to one of the three designated airports	☐ Yes ☐ No		
Additional costs of onward travel to final destination	☐ Yes ☐ No		
Hotels, transportation, meals, or other expenses of passengers whose itineraries were changed	☐ Yes ☐ No		
Communication with passengers before or after redirected flights	☐ Yes ☐ No		
Information technology	☐ Yes ☐ No		
Training	☐ Yes ☐ No		
Hiring additional staff	☐ Yes ☐ No		
Other 1 (specify in comments)	☐ Yes ☐ No		
Other 2 (specify in comments)	☐ Yes ☐ No		

Public reporting burden of this collection of information is estimated to average 20 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering, and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to CDC, Reports Clearance Officer, 1600 Clifton Rd., MS H21-8, Atlanta, GA 30333, ATTN: PRA (0920-1469).

Other 3 (specify in comments)	☐ Yes		
	☐ No		

☐ Unknown (check this box if you are unable to breakdown cost into approximate percentages)

5) Did your airline charge passengers for changing itineraries to comply with the redirection?

☐ **Yes** ☐ **No**

5a) If yes, what was the average amount charged (including change fees or fees charged for additional connecting flights)? \$_____ USD

Additional comments (optional)_____

6) When enhanced travel measures at U.S. POEs, such as redirection and passenger screening, are required, what is the:

Minimum time (in days) needed to enact redirection rules for passengers traveling to the U.S.? _____ days

Minimum time (in days) needed to stop redirection rules for passengers traveling to the U.S.?)_____ days

6a) When redirection stopped, did your airline offer travelers the option to change back to their original or preferred itinerary?

☐ **Yes** ☐ **No**

6b) If yes, was there a cost to travelers to make these changes?

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☐ **Yes** ☐ **No**

6c) Was there a cost to your airline to make these changes?

☐ **Yes** ☐ **No**

7) Did your airline take any actions to improve the quality and completeness of passenger contact information during the redirection period?

☐ **Yes** ☐ **No**

If yes, please describe:

7a) Did your airline face any challenges in collecting passenger contact information including an accurate mobile phone number and U.S.-based address?

☐ **Yes** ☐ **No**

If yes, please describe:

7b) Do you have any recommendations for how this passenger contact information collection could be improved?

8) Is there any other information or feedback that you would like to share, including regarding communications from U.S. Government agencies (CDC, DHS, FAA, etc.), or activities the federal government undertook during the redirecting period? This could also include information or feedback your airline received from airline employees or other staff, partner organizations, or passengers.

☐ **Yes** ☐ **No**

If yes, please specify

8a) What could be improved?

9) Do you have any additional feedback you would like to provide on redirection activities during previous responses? These included the West Africa Ebola epidemic during 2014-2016, the COVID-19 pandemic during January-December 2020, Ebola outbreaks in Guinea

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and the Democratic Republic of the Congo in 2021, the Ebola outbreak in Uganda in 2022
and the Marburg outbreak in Rwanda in 2024.

☐ **Yes** ☐ **No**

If yes, please specify _____
