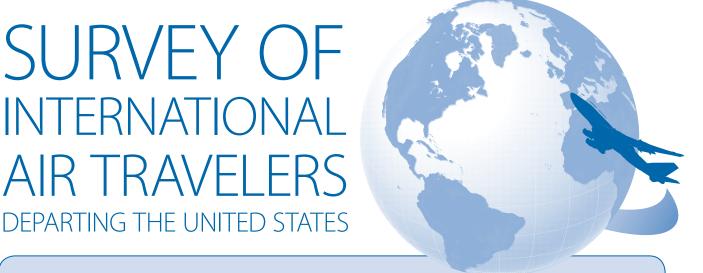


SURVEY OF INTERNATIONAL AIR TRAVELERS



Dear International Traveler:

Please help the travel industry improve the services they offer you. The information collected in this survey is used by airlines, airports, hotels, government travel offices, destination marketing organizations, and other travel planners and providers to understand you, the international traveler, and thereby take steps to improve your next international trip.

This questionnaire is designed to be completed by both non-U.S. residents who have visited the country and U.S. residents traveling abroad. If you are 18 years of age or older, please complete this voluntary survey. ONLY ONE RESPONSE PER FAMILY, PLEASE. We will not be asking your name or any other personally identifying information.

Upon completing this survey, please return it to the person who gave it to you. The estimated average time to complete this questionnaire is 15 minutes. If you have any comments regarding this survey, or find you need to mail your completed survey, please forward to Office of Travel and Tourism Industries, ITA, Washington DC 20230.

Thank you for your cooperation on this important survey.

This survey also available in Arabic, Chinese, French, German, Italian, Japanese, Korean, Polish, Portuguese, Russian, Spanish.

إستطلاع الرأى هذا متوفرايضا باللغة العربية. تفضل بطلب نسخة منه اذا شئت.

本調查表備有中文版, 歡迎索取.

Questionnaire disponible en français. Veuillez le réclamer s'il vous plaît.

Diese Umfrage ist auch auf deutsch erhältlich. Bei Bedarf bitte ein Exemplar anfordern.

Questa indagine è disponibile anche in italiano. Se necessario, si prega di richiederne una copia. 本アンケートには日本語版も用意してありますので、係のものにお申しつけください。

한국말로 된 설문서도 있습니다. 계원에게 요청하십시오.

Ta ankieta jest także na żądanie dostępna po polsku.

Há uma versão em Português da presente pesquisa. Se for necessário, favor pedir uma cópia. Данный вопросник также имеется на русском языке. Пожалуйста, попросите русскоязычный экземпляр. Este cuestionario también está en español. Solicítelo.

ONLY ONE RESPONSE PER FAMILY, PLEASE

a. At what airport did or will you board th today? ♦	nis airc	raft	City/Coun	nce you left home? \understand	NSHIP? ↓		
o. At which airport will you leave this air	craft?	\	b. What is ye	our country of BIRTH	? ♦		
a. Where do you live? ↓ City:			At what c	esidents ONLY ity or airport will you			
State	1-		Customs and Passport Control when you return to the U.S.? ↓				
State: Postal (ZIP) Coc	ie:		City/Airpo	· '			
Country:							
o. For U.S. residents ONLY			b. For Non-	U.S. Residents ONLY			
What will be your main destination or	THIS	trip? ∀	When entering the U.S., at what city or airport did you				
City/Country:			pass through U.S. Customs and Passport Control? City/Airport:				
NEXT Column, please a. When planning THIS trip, how did you on the Check (✓) the information sources used to be considered to the constant of the constant o	d listed	l below in	the column 6a	"Information Sources			
a. When planning THIS trip, how did you Check (✓) the information sources used	d listed se indi	l below in	the column 6a n 6b whether th	"Information Sources	e was via: Electronic		
n. When planning THIS trip, how did you Check (✓) the information sources used b. For each information source used, plea Media, Voice Contact, or Other Media.	d listed	l below in icate (√) i	the column 6a n 6b whether th 6b. M	"Information Sources nis information sources Media for Information So Voice Contact	urces Other Media		
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	Airline Reservations Electronic Media (Internet)		Voice Contact (Phone or In-Person)	k	MAIN purpose of your trip? Check (✓) ONLY ONE in Column A. b. In Column B, please mark any other trip purp Check (✓) AS MANY AS APPLY in Column B.							
1	Directly with the	e airlir	ie	[1
2	Corporate trave						A - MAIN purpo Check (√) only o		(√)	Checl	HER purpose(s) ((✓) as many as apply	(√)
3	Internet bookin						Business/professional			Busines	s/professional	
4	Tour operator/T		lub				1	Visit customer			ustomer	
5	3 /				2	Visit supplier		Visit s	upplier			
6	6 Other (Specify)				3				marketing			
10	10a. How far in advance was payment made for your international air tickets?				4	Internal company		al company				
	Months		W	eeks		Days	5	Convention		Conve	ention	
		(or)			(or)		6	Conference		Confe	rence	
	b. Are these ONE WAY tickets?					7	Trade show		Trade	show		
	1 ☐ Yes	NE VV	ti tic	KEIS:			8	Government/Military		Governr	ment/Military	
	2 □ No						9	Education		Educatio	on	
11.	11. Was travel insurance purchased for this trip?					10	Health treatment		Health t	reatment		
	1 □ Yes 2 □ No					11	Vacation/Holiday		Vacation	/Holiday		
	3 □ Don't Know					12	Religion/Pilgrimage		Religion	/Pilgrimage		
12	12a. Before you left home, did you or your family make reservations for paid accommodations or				13	Visit friends/Relatives		Visit frie	nds/Relatives			
I	 1 ☐ Yes – GO to question 12b 2 ☐ No – SKIP to question 13a 3 ☐ Don't Know - SKIP to question 13a b. How did you make your reservations for paid accommodations or commercial lodging? 						14.	With whom are you tr Check (✓) ALL that appl 1 □ Spouse/Partner		g now?		
	Lodging Reservations Electronic Media (Internet) Voice Contact (Phone or In-Person)						2	s)				
1	Directly with the lodging stablishment						15.	Including yourself, h				
2	Corporate travel department						children are in your travel party? Do not includ other tour group members if you did not plan					
3	Internet booking (e.g., Hotels.com		ce					travel with them befo		_		
4	Through the airli	ine								ude yours	en.	
5	Tour operator/Tr	avel cl	ub					Number of children under 18 years old:	-			
6	Travel agency of	fice						·				
7	Other (Specify)						16.	How many nights awa or will you spend on t			nave you spent	t
								Number of nights in the (including U.S. territor	ne U.S ries)	.A. →	Inside:	
								Number of nights out the USA	side		Outside:	
						Total number of night from home on this trip		y	Total:			

9. How were AIRLINE reservations made for this trip?

13a. In Column A below, please indicate what is/was the

			Туре	of Lodging Indicat	e ONE per l	ine
D :: (C:: (A): (:)			_	1	Chec	:k (√)
Destinations (Cities/Attractions) In the order of your itinerary Enter ONLY ONE destination per line	State or Country	Number of Nights	(Hotel	dation or Lodging or Motel, etc.) name of company	Private Home	Other
1.						
2.						
3.						
4.						
5.						
6.						
7.						
How many nights lodging are	e included? →	Nights:	10 🗆	Tour guide for en	ntire trip	
How many nights lodging are		M	10 C	Year		′t Know
:. Enter the month and year this pack	age was booked prepaid package (→ M	onth	Year eople's expenses a	Don'	ed?
Enter the month and year this pack	age was booked prepaid package (cost and ho	onth	Year eople's expenses a	Don' re include	ed?
d. Approximately how much did the Please indicate the total amount, t	prepaid package of the country of currenamount of money ial responsibility).	cost and ho rency, and t ency: spent, or ex Please estin a prepaid pa	onth w many pe the number expected to be nate how m	Year cople's expenses a r of people include Number of pe spent, by you ar nuch total money h	Don' re include ed below. f people: nd your tr nas been s tems you # of	ed? avel paspent, listed
Enter the month and year this pack. Approximately how much did the Please indicate the total amount, to Total package cost: These next questions ask about the a (travelers for whom you have finance or will be spent, outside your own coin 18d above.	prepaid package of the country of current amount of money ial responsibility).	cost and ho rency, and t ency: spent, or ex Please estin a prepaid pa	onth w many pe the number spected to k nate how m ackage, do	Year cople's expenses a r of people include Number of pe spent, by you ar nuch total money h not include those in	Don' re include ed below. f people: nd your tr nas been s tems you # of	ed? avel paspent, listed
Enter the month and year this pack. Approximately how much did the Please indicate the total amount, to Total package cost: These next questions ask about the a (travelers for whom you have finance or will be spent, outside your own coin 18d above.	prepaid package of the country of currence amount of money ial responsibility). Dountry, lf you had a currence amount of a trip the total cost of the	cost and ho rency, and t ency: spent, or ex Please estin a prepaid pa	onth w many pe the number spected to k nate how m ackage, do	Year cople's expenses a r of people include Number of pe spent, by you ar nuch total money h not include those in	Don' re include ed below. f people: nd your tr nas been s tems you # of	ed? avel paspent, listed

U.S. RESIDENTS - SKIP TO QUESTION 20

	ONLY			Country of	# of people
(continued)			Amount of spending	currency	included in spending
d. Of the total expendit estimate how much v Specify total cost —					
e. Of the total expendite estimate (in currency					
1. Accommodations/	Lodging in the U.	s.			
2. Additional air trans	sportation in the	U.S.			
3. Entertainment and	d recreation in the	U.S.			
4. Food and beverage	es in the U.S.				
5. Ground transporta in the U.S.	ation (rail, bus, tax	(i, etc.)			
6. Shopping, gifts, an	nd other purchase	s in the U.S.			
7. Medical services in	the U.S.				
Plassa tall us HOW n	avmont was ma	do orwill bo	made to cover ALL even	osos on this trin	
Please tell us HOW pa	ayment was ma Percentage of expenses		made, to cover ALL expen	nses on this trip.	
	Percentage of			nses on this trip.	
Type of payment Cash advance/ withdrawal using	Percentage of expenses			nses on this trip.	
Type of payment Cash advance/ withdrawal using credit card Purchases using credit	Percentage of expenses			nses on this trip.	
Type of payment Cash advance/ withdrawal using credit card Purchases using credit card Cash advance/ withdrawal using	Percentage of expenses %			nses on this trip.	
Type of payment Cash advance/ withdrawal using credit card Purchases using credit card Cash advance/ withdrawal using debit card Purchases using debit	Percentage of expenses % %			nses on this trip.	
Type of payment Cash advance/ withdrawal using credit card Purchases using credit card Cash advance/ withdrawal using debit card Purchases using debit card Cash brought from	Percentage of expenses % % % %			nses on this trip.	
Type of payment Cash advance/ withdrawal using credit card Purchases using credit card Cash advance/ withdrawal using debit card Purchases using debit card Cash brought from home	Percentage of expenses % % % % % % %			nses on this trip.	

6 □ Cruise ship/River boat 1+ nights
7 □ Ferry/River taxi/Short scenic cruise

10 \square Rented bicycle/Motorcycle/Moped

12 \square Rented auto — Specify company name below ψ

8 ☐ Motor home/Camper 9 ☐ Railroad between cities

11 Taxicab/Limousine

1 ☐ Go sightseeing			13 🗆 Visit sn	nall towns/Cou	ntryside			
2 ☐ Go shopping			14 □ Visit historical locations					
3 ☐ Go nightclubbing/Da			15 🗆 Experie	ence fine dinin	g			
4 ☐ Go on guided tour(s) 5 ☐ Go to a casino/Gamb			Participate i	n activities:				
			16 ☐ Hunting/Fishing 17 ☐ Snow sports					
6 ☐ Attend a sporting ev 7 ☐ Attend a concert/Pla								
8 □ Visit amusement/The	eme parks		18 □ Golfing/Tennis 19 □ Camping/Hiking 20 □ Water sports					
10 □ Visit art galleries/Mu			21 Environmental/Ecological excursions					
11 □ Visit cultural/Ethnic h	neritage sights							
12 Visit American Indian	communities		22 🗆 Other ((specify) →				
. Please rate THIS airline fo	or the flight you are t	aking today	u Check (J.) one	for each attrib	ute helow			
Thease rate mis anime re	n the hight you are t	aking toda)	y. Check (v) one	Below	ate below	Not		
	Excellent	Good	Average	average	Poor	Applicable		
Pre-flight								
a. Airline club/Lounge	5 🗆	4 🗌	3 🗆	2 🗆	1 🗌	0 🗆		
b. Check-in personnel	5 🗆	4 🗆	3 🗆	2 🗆	1 🗆	0 🗆		
c. Check-in waiting time	5 🗆	4 🗌	3 🗆	2 🗆	1 🗌	0 🗆		
d. Convenient schedule	5 🗆	4 🗌	3 🗆	2 🗆	1 🗌	0 🗆		
e. Reservation experience	5 🗆	4 🗆	3 🗆	2 🗆	1 🗆	0 🗆		
f. Ticket price	5 🗆	4 🗆	3 🗆	2 🗆	1 🗆	0 🗆		
In-flight								
g. Cabin cleanliness	5 🗆	4 🗆	3 🗆	2 🗆	1 🗆	0 🗆		
h. Flight attendant service	5 🗆	4 🗆	3 🗆	2 🗆	1 🗆	0 🗆		
i. Food/Beverage quality	5 🗆	4 🔲	3 🔲	2 🗆	1 🗆	0 🗆		
		4.	2 🗆	2 🗆	4 🗀	~ <u>_</u>		
j. In-flight entertainment	5 🗆	4 🗆	3□	2 🗆	1 🗆	0 🗆		
j. In-flight entertainment k. Seat comfort	5 🗆	4 🗆	3□	2 🗆	1 🗆	0 🗆		
j. In-flight entertainment								
j. In-flight entertainment k. Seat comfort I. Overall evaluation of flight	5 <u> </u>	4 🗆	3 🗆	2 🗆	1 🗆	0 🗆		
j. In-flight entertainment k. Seat comfort	5 🗆 5 🗆 ommend this airline	4 🗆	3 🗆 3 🗆 26a. Where are	2 🗆	1 🗆 1 🗆 where will y	0 🗆		
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j. In-flight entertainment k. Seat comfort l. Overall evaluation of flight . Would you choose or rec another trip on this route l Definitely would Probably would Probably would not Definitely would not Definitely would not Mat were your three mat THIS AIRLINE? Indicate k important reason, "2" for and "3" for the third mos indicate more than three AirfareConvenient scheduleNon-stop flights	ommend this airline e? Check (I) ONE ain reasons for flying by marking "1" for the the next important t important reason. reasons. On-time reputation experienceMileage bonus/Fi flyer programIn-flight service	for Jon Je most reason, DO NOT on	3	2 D 2 vyou sitting, or day? Check () ass ive/Business claim economy my/Tourist/Coate of airline ticker ALL that apply cket ograde ent flyer award ent flyer upgrade ent/Group fare evenue</td <td>where will y ONE ass ch et do you ha</td> <td>0 □ 0 □ you sit in the</td>	where will y ONE ass ch et do you ha	0 □ 0 □ you sit in the		

A CONTRACTOR OF THE CONTRACTOR	Excellent	Good	Average	Below average	Poor	Did Not Use
. Airport terminal cleanliness	5 🗆	4 🗆	3 🗆	2 🗆	1 🗆	0 🗆
. Airport terminal signage	5 🗆	4 🗌	3 🗆	2 🗆	1 🗆	0 🗆
Business center/wireless availability	5 🗆	4 🗆	3 🗆	2 🗆	1 🗆	0 🗆
. Concession prices	5 🗆	4 🗆	3 🗆	2 🗆	1 🗆	0 🗆
. Ease of transit through airport	5 🗆	4 🗆	3 🗆	2 🗆	1 🗆	0 🗆
Ground transportation	5 🗆	4 🗆	3 🗆	2 🗆	1 🗆	0 🗆
Retail goods/Services/Duty Free	5 🗆	4 🗆	3 🗆	2 🗆	1 🗆	0 🗆
. Security measures	5 🗆	4 🗌	3 🗆	2 🗆	1 🗌	0 🗆
Terminal seating availability	5 🗆	4 🗌	3 🗆	2 🗆	1 🗆	0 🗆
Overall airport evaluation	5 🗆	4 🗆	3 🗆	2 🗆	1 🗆	0 🗆
8a. For Non-U.S. Residents Only Please rate your Passport Con Check (\(\sqrt \) ONE rating for each		Customs ex	perience at	the airport wher	e you ent	tered the U.S.
	Excellent	Good	Average	Below average	Poor	Don't Know
1. Passport Control						
a. Processing time	5 🗆	4 🗆	3 🗆	2 🗆	1 🗆	0 🗆
b. Staff courtesy	5 🗆	4 🗆	3 🗆	2 🗆	1 🗆	0 🗆
Customs baggage clearance a. Processing time	5 🗆	4 🗆	3 □	2 🗆	1 🗆	0 🗆
b. Staff courtesy	5 🗆	4 🗆	3 🗆	2 🗆	1 🗆	0 🗆
					me whon	ontoring the
United States? Specify in minu Minutes:	tes √		oi, baggage	Claim, and Custo	ms when	entering the
United States? Specify in minu Minutes: 29a. Do you expect to visit the Unite 1 Yes 2 No If not, would you ple	ed States agai ase share the ।	n? reason? —➤				
United States? Specify in minu Minutes: 29a. Do you expect to visit the United 1 Yes	ed States agai ase share the i experience in	n? reason? —➤				
United States? Specify in minu Minutes: 9a. Do you expect to visit the United States and Specify in minuted States. 1 Yes	ed States agai ase share the r experience in	n? reason? -> the U.S. me	eet your exp eck (√) ONE	ectations? <i>Check</i>	(√) ONLY	ONE

31. Please give us some information about yourself. a. What is your occupation? Check (✓) ONE 1 □ Management, Business, Science, and Arts Occupations 2 □ Service Occupations 3 □ Sales and Office Occupations 4 □ Natural Resources, Construction, and Maintenance Occupations 5 □ Production, Transportation, and Material Moving Occupations 6 □ Military/Government 7 □ Homemaker 8 □ Student 9 □ Retired 10 □ Other (specify) →	
b. What is your age?	
Years:	
c. What is your gender? Female Description	
a. Total annual household income -> Amount:	
b. Country of currency → Country:	
For U.S. Residents Only: 33a. What is your ethnicity? Check (√) ONE 1	

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE.