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ID: (Study ID#)

January 2010

(Name)

(Company)

(Address)

(City State ZIP or Postal Code)

Dear (Name):

I am writing to request your participation in the 2010 C-TPAT Partner Survey, an important survey of the C-TPAT membership. The Center for Survey Research (CSR) at the University of Virginia is conducting this web-based survey on behalf of U.S. Customs and Border Protection (CBP).

The purpose of the survey is for CBP to better understand how its C-TPAT partners view their membership and to ask for ideas for improvement. This is the second time this survey has been conducted by CBP and CSR. It has been streamlined for 2010. Your participation is important to help us accurately represent the range of opinions found across a wide variety of C-TPAT participants.

In a few days, you will receive an email message from CSR with your unique web link to the survey. The sender of the email will be: CENTER FOR SURVEY RESEARCH. The subject line will read: 2010 C-TPAT Partner Survey.

CSR has assigned you a study identification number for the sole purpose of tracking responses, so that follow-up efforts can be directed away from those who have already responded. This approach also makes it more convenient for you to access the survey online.

Your individual responses will be held confidential by CSR and will be anonymous to CBP. Your name, the name of your company, your contact information and other potentially identifying information will not be associated with your responses in any way. The survey responses will be reported in aggregate with other participants in the survey.

While your participation in this survey is voluntary, it is only with your help that our research can be most successful. If you have questions, please contact Deborah Rexrode ([dlr3r@virginia.edu](mailto:dlr3r@virginia.edu), 434-243-1088) or Jim Ellis ([jimellis@virginia.edu](mailto:jimellis@virginia.edu), 434-243-5224).

Thank you for your time and consideration.

Sincerely,

A handwritten signature in black ink that reads "Thomas M. Guterbock".

Thomas M. Guterbock, Ph. D.  
Director  
Center for Survey Research  
University of Virginia