

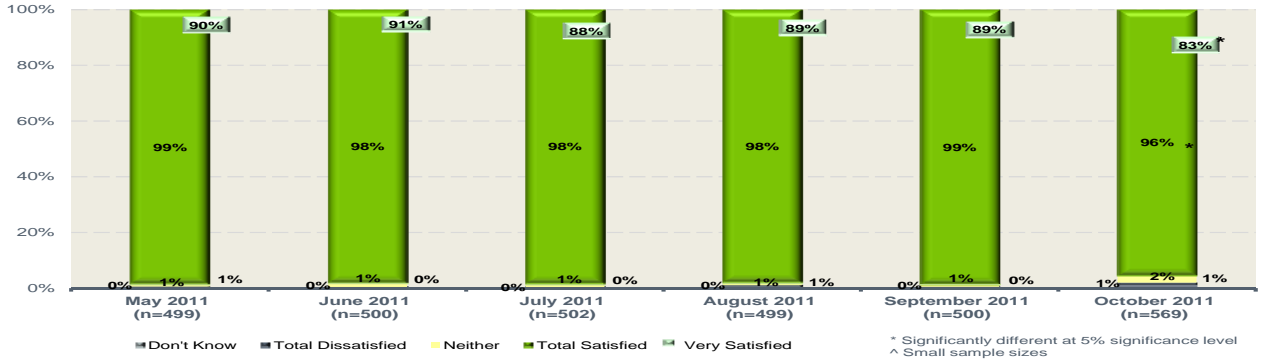
Traveller Satisfaction Survey

Inbound Passenger Experience Snapshot

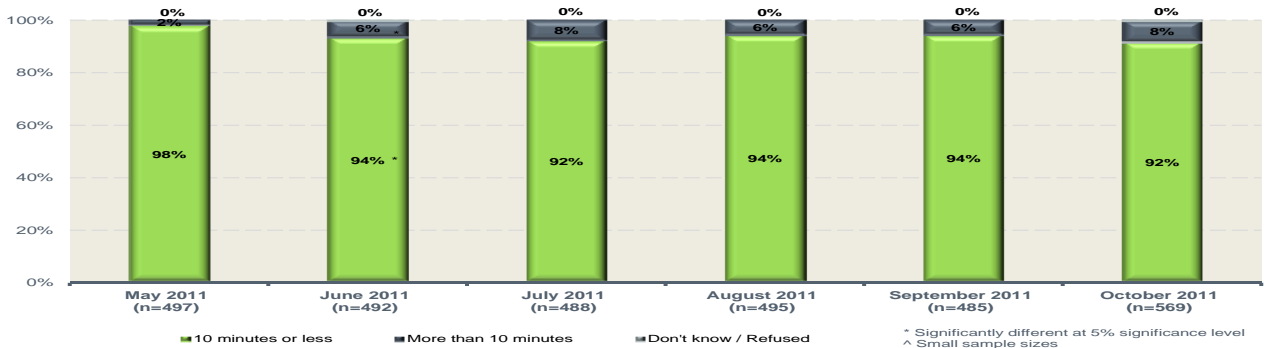
October 2011

The Traveller Satisfaction Survey is a monthly survey conducted on behalf of Australian Customs and Border Protection Service. In October 2011, a total of 1,057 face to face interviews were conducted with arriving passengers (569 with passengers who had passed through Customs and Border Protection via a Customs and Border Protection officer and 488 who had used the SmartGate self-processing facility) and 610 interviews were conducted with departing passengers. Interviews were conducted at the eight international airports within Australia (Sydney, Melbourne, Brisbane, Perth, Gold Coast, Adelaide, Cairns and Darwin). All significant differences specified have been compared to the previous months' results.

Overall Satisfaction with Service: Inbound Passengers



Queue Times: Inbound Passengers



Perception of Waiting Time	May 2011 (n=497)	June 2011 (n=492)	July 2011 (n=488)	August 2011 (n=495)	September 2011 (n=485)	October 2011 (n=569)
Far too long	0%	1%	1%	1%	1%	1%
A little too long	2%	4%	4%	4%	3%	3%
Acceptable	98%	94%	95%	96%	95%	94%
Don't Know / Refused	0%	0%	0%	0%	0%	1%

Significantly lower at 5% significance level

Significantly higher at 5% significance level

^ Small sample sizes

Positive Aspects of Passport Control

	May 2011 (n=499)	June 2011 (n=500)	July 2011 (n=502)	August 2011 (n=499)	September 2011 (n=500)	October 2011 (n=569)
Helpful, good advice	7%	7%	12%	6%	6%	10%
Courteous, polite	18%	13%	14%	13%	16%	16%
Efficient, prompt, quick	38%	22%	41%	30%	24%	35%
Friendly, welcoming	29%	29%	38%	37%	28%	24%
Funny, amusing	0%	1%	1%	0%	0%	1%
Nothing, no aspects satisfactory	18%	32%	15%	25%	32%	23%
Other	1%	2%	2%	3%	7%	4%
Refused	0%	0%	0%	0%	0%	0%
Don't Know	2%	3%	2%	4%	1%	2%

Significantly lower at 5% significance level

Significantly higher at 5% significance level

^ Small sample sizes

Negative Aspects of Passport Control

	May 2011 (n=499)	June 2011 (n=500)	July 2011 (n=502)	August 2011 (n=499)	September 2011 (n=500)	October 2011 (n=569)
Not helpful	0%	0%	0%	0%	0%	0%
Discourteous, rude, abrupt, disrespectful, cold, suspicious	1%	2%	2%	2%	0%	4%
Slow, the waiting/queuing time, not efficient	2%	3%	3%	1%	1%	1%
Problem(s) with technology	1%	1%	1%	1%	0%	1%
Problem(s) with other passengers	0%	0%	0%	0%	0%	1%
None, nothing poor	92%	94%	90%	94%	97%	89%
Other	2%	1%	3%	1%	2%	4%
Refused	0%	0%	0%	0%	0%	0%
Don't Know	0%	0%	0%	1%	0%	2%

Significantly lower at 5% significance level

Significantly higher at 5% significance level

^ Small sample sizes

