

# Australian Customs Service

## Inbound Passenger Experience Snapshot

### February 2011

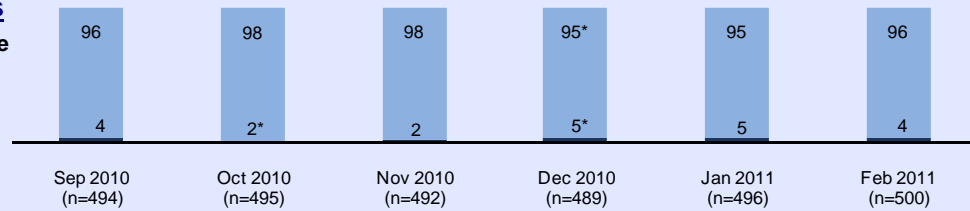
The Australian Customs Service commissions on average 1,000 interviews per month: 500 inbound and 500 outbound. Face to face intercept interviews are conducted within a ten day period each month at each of the following international airports in Australia: Sydney, Melbourne, Brisbane, Perth, Adelaide, Darwin, Gold Coast, and Cairns.

Interviews are conducted immediately after passengers have proceeded through Passport Control.

#### Queue times: Inbound passengers

Waiting time in the passport control queue

- 10 minutes or less
- More than 10 minutes



\* Significantly different at 95% confidence

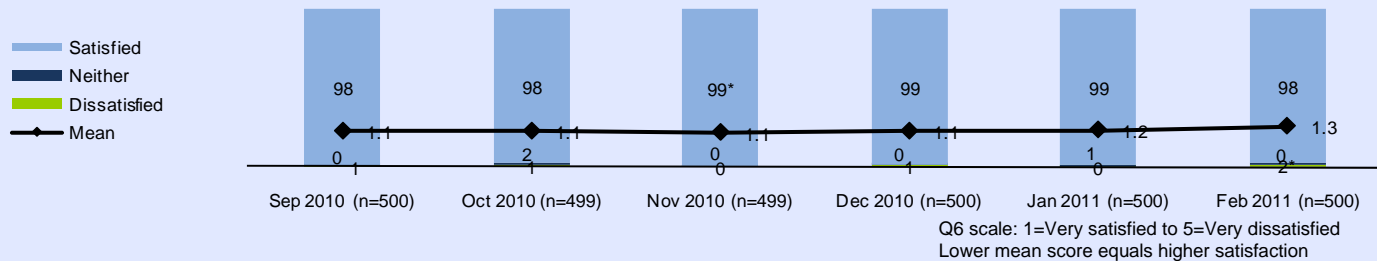
Was this waiting time...

	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011
n=	494	495	492	489	496	500
Far too long	0%	0%	0%	1%	0%	1%
A little too long	3%	2%	2%	4%	4%	2%
Acceptable	97%	97%	98%	95%	96%	97%
Don't know/Refused	0%	0%	0%	0%	0%	0%

XX significantly different at 95% confidence

#### Overall satisfaction with service: Inbound passengers

Overall Satisfaction with service encountered from Customs staff who checked passport



Q6 scale: 1=Very satisfied to 5=Very dissatisfied  
Lower mean score equals higher satisfaction

#### Positive aspects of passport control

	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011
n=	500	499	499	500	500	500
Helpful / Good advice	8%	8%	8%	10%	8%	7%
Courteous / Polite	13%	8%	18%	16%	10%	15%
Efficient / Prompt / Quick	37%	47%	32%	29%	40%	33%
Friendly / Welcoming	37%	29%	31%	28%	32%	29%
Funny / Amusing	1%	0%	0%	1%	0%	0%
Other	1%	1%	2%	1%	1%	2%
Nothing	13%	20%	22%	31%	20%	27%
Don't know	5%	0%	4%	3%	4%	4%
Refused	0%	0%	0%	0%	0%	0%

#### Negative aspects of passport control

	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011
n=	500	499	502	501	500	500
Not helpful	0%	0%	1%	0%	0%	1%
Discourteous / Rude / Abrupt / Disrespectful / Cold / Suspicious	3%	1%	1%	1%	2%	2%
Slow / The queuing time not efficient	1%	1%	1%	0%	0%	1%
Problem(s) with technology	0%	0%	1%	0%	1%	1%
Problem with other passenger(s)	0%	0%	0%	0%	0%	0%
Other	2%	0%	1%	1%	3%	1%
Nothing	94%	97%	94%	97%	94%	93%
Don't know	0%	0%	1%	0%	1%	0%
Refused	0%	0%	0%	0%	0%	0%

Australian Customs Service [www.customs.gov.au](http://www.customs.gov.au)

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