

Australian Customs Service

Inbound Passenger Experience Snapshot

January 2010

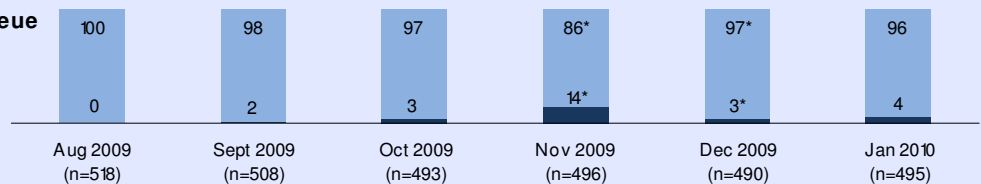
The Australian Customs Service commissions on average 1,000 interviews per month: 500 inbound and 500 outbound. Face to face intercept interviews are conducted within a ten day period each month at each of the following international airports in Australia: Sydney, Melbourne, Brisbane, Perth, Adelaide,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



Was this waiting time...

* Significantly different at 95% confidence

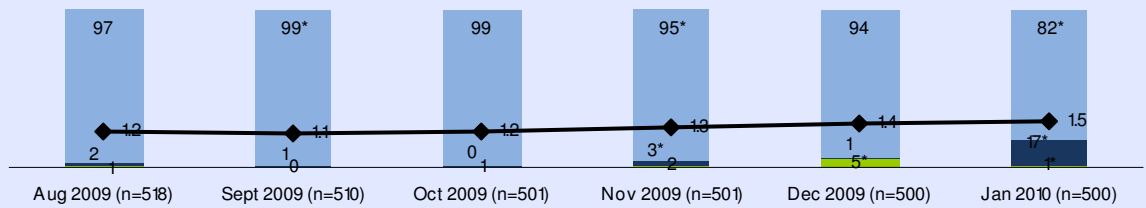
	Aug 2009	Sept 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010
n=	518	508	493	496	490	495
Far too long	1%	0%	0%	1%	1%	1%
A little too long	0%	1%	2%	10%	3%	2%
Acceptable	99%	99%	97%	89%	96%	97%
Don't know/Refused	0%	0%	0%	0%	0%	0%

XX significantly different at 95% confidence

Overall satisfaction with service: Inbound passengers

Overall Satisfaction with service encountered from Customs staff who checked passport

- Satisfied
- Neither
- Dissatisfied
- ◆ Mean



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

Positive aspects of passport control

	Aug 2009	Sept 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010
n=	518	510	501	501	500	500
Helpful / Good advice	8%	8%	12%	10%	5%	4%
Courteous / Polite	12%	13%	16%	18%	17%	15%
Efficient / Prompt / Quick	37%	32%	37%	41%	43%	26%
Friendly / Welcoming	44%	33%	31%	28%	36%	22%
Funny / Amusing	0%	0%	1%	2%	0%	0%
Other	2%	3%	1%	3%	1%	4%
Nothing	16%	32%	32%	17%	24%	45%
Don't know	0%	0%	0%	0%	0%	0%
Refused	1%	1%	1%	10%	1%	1%

Negative aspects of passport control

	Aug 2009	Sept 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010
n=	518	510	501	501	500	500
Not helpful	1%	0%	0%	0%	0%	0%
Discourteous / Rude / Abrupt / Disrespectful / Cold / Suspicious	1%	1%	1%	2%	1%	2%
Slow / The queuing time not efficient	1%	0%	1%	8%	2%	1%
Problem(s) with technology	1%	1%	1%	1%	1%	0%
Problem with other passenger(s)	0%	0%	0%	0%	1%	0%
Other	1%	0%	0%	1%	5%	1%
Nothing	97%	97%	96%	87%	90%	95%
Don't know	0%	0%	0%	0%	500%	0%
Refused	0%	0%	1%	1%	0%	0%

Australian Customs Service www.customs.gov.au

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