

# Australian Customs Service

## Inbound Passenger Experience Snapshot

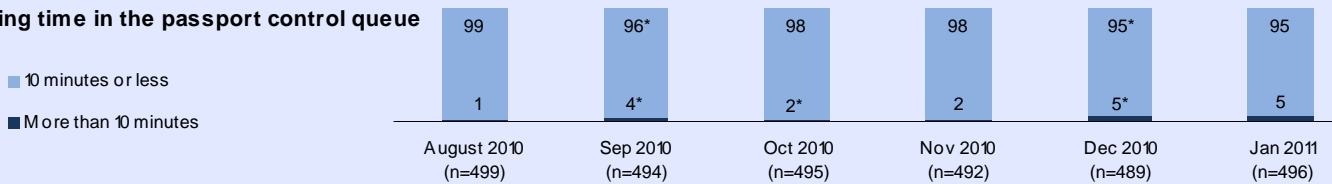
### January 2011

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



\* Significantly different at 95% confidence

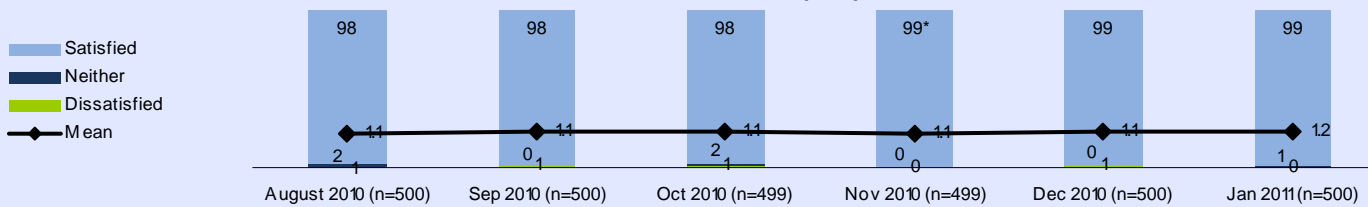
##### Was this waiting time...

	August 2010	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011
n=	499	494	495	492	489	496
Far too long	0%	0%	0%	0%	1%	0%
A little too long	1%	3%	2%	2%	4%	4%
Acceptable	99%	97%	97%	98%	95%	96%
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

	August 2010	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011
n=	500	500	499	499	500	500
Helpful / Good advice	8%	8%	8%	8%	10%	8%
Courteous / Polite	12%	13%	8%	18%	16%	10%
Efficient / Prompt / Quick	37%	37%	47%	32%	29%	40%
Friendly / Welcoming	29%	37%	29%	31%	28%	32%
Funny / Amusing	1%	1%	0%	0%	1%	0%
Other	4%	1%	1%	2%	1%	1%
Nothing	27%	13%	20%	22%	31%	20%
Don't know	2%	5%	0%	4%	3%	4%
Refused	0%	0%	0%	0%	0%	0%

##### Negative aspects of passport control

	August 2010	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 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%