

# Australian Customs Service

## Inbound Passenger Experience Snapshot

### July 2011

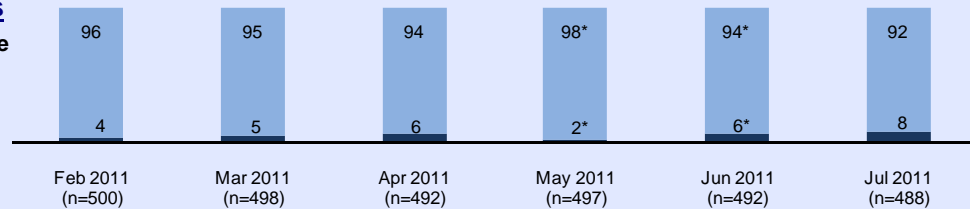
The Australian Customs Service commissions on average 1,000 interviews per month: 500 inbound and 500 outbound. Face to face intercept interviews are conducted within a ten day period each month at each of the following international airports in Australia: Sydney, Melbourne, Brisbane, Perth, Adelaide,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

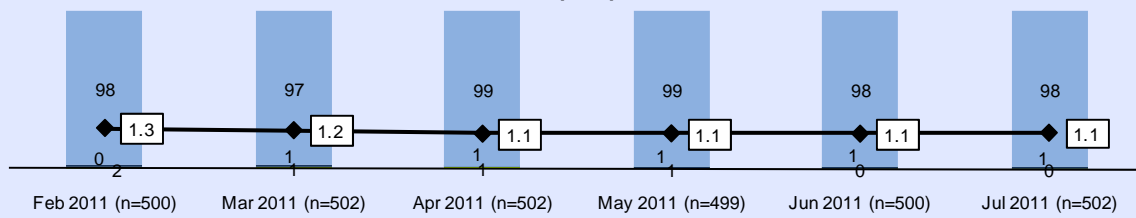
	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011
n=	500	498	492	497	492	488
Far too long	1%	1%	2%	0%	1%	1%
A little too long	2%	3%	4%	2%	4%	4%
Acceptable	97%	96%	94%	98%	94%	95%
Don't know/Refused	0%	0%	0%	0%	0%	0%

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

	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011
n=	500	502	502	499	500	502
Helpful / Good advice	7%	8%	16%	7%	7%	12%
Courteous / Polite	15%	15%	15%	18%	13%	14%
Efficient / Prompt / Quick	33%	37%	44%	38%	22%	41%
Friendly / Welcoming	29%	33%	26%	29%	29%	38%
Funny / Amusing	0%	1%	1%	0%	1%	1%
Other	2%	4%	3%	1%	2%	2%
Nothing	27%	16%	15%	18%	32%	15%
Don't know	4%	2%	1%	2%	3%	2%
Refused	0%	0%	0%	0%	0%	0%

##### Negative aspects of passport control

	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011
n=	500	502	502	499	500	502
Not helpful	0%	0%	0%	0%	0%	0%
Discourteous / Rude / Abrupt / Disrespectful / Cold / Suspicious	2%	2%	1%	1%	2%	2%
Slow / The queuing time not efficient	1%	1%	2%	2%	3%	3%
Problem(s) with technology	0%	1%	1%	1%	1%	1%
Problem with other passenger(s)	0%	0%	0%	0%	0%	0%
Other	1%	1%	2%	2%	1%	3%
Nothing	95%	93%	93%	92%	94%	90%
Don't know	0%	0%	0%	0%	0%	0%
Refused	0%	0%	0%	0%	0%	0%