

Australian Customs Service

Inbound Passenger Experience Snapshot

June 2011

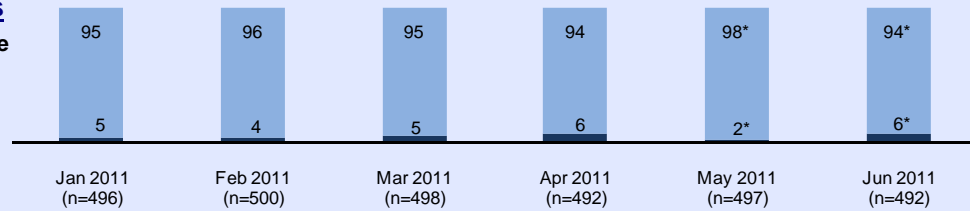
The Australian Customs Service commissions on average 1,000 interviews per month: 500 inbound and 500 outbound. Face to face intercept interviews are conducted within a ten day period each month at each of the following international airports in Australia: Sydney, Melbourne, Brisbane, Perth, Adelaide,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

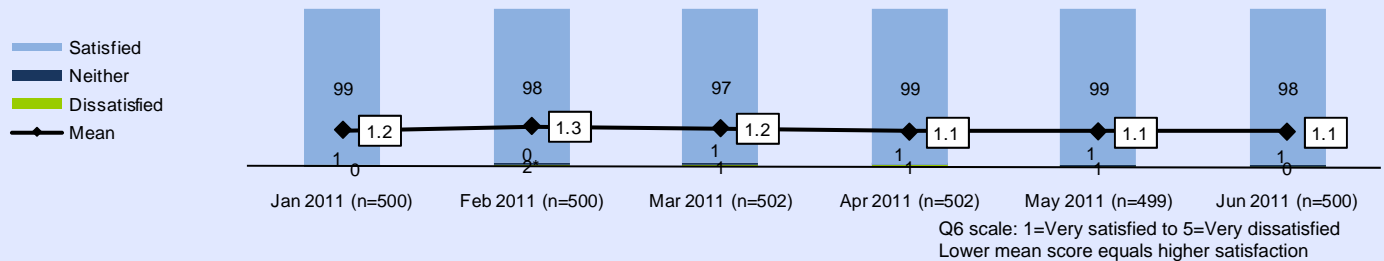
Was this waiting time...

	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011
n=	496	500	498	492	497	492
Far too long	0%	1%	1%	2%	0%	1%
A little too long	4%	2%	3%	4%	2%	4%
Acceptable	96%	97%	96%	94%	98%	94%
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



Positive aspects of passport control

	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011
n=	500	500	502	502	499	500
Helpful / Good advice	8%	7%	8%	16%	7%	7%
Courteous / Polite	10%	15%	15%	15%	18%	13%
Efficient / Prompt / Quick	40%	33%	37%	44%	38%	22%
Friendly / Welcoming	32%	29%	33%	26%	29%	29%
Funny / Amusing	0%	0%	1%	1%	0%	1%
Other	1%	2%	4%	3%	1%	2%
Nothing	20%	27%	16%	15%	18%	32%
Don't know	4%	4%	2%	1%	2%	3%
Refused	0%	0%	0%	0%	0%	0%

Negative aspects of passport control

	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 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%