

Australian Customs Service

Inbound Passenger Experience Snapshot

May 2011

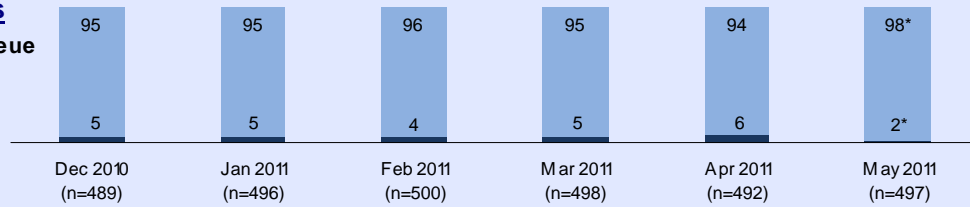
The Australian Customs Service commissions on average 1,000 interviews per month: 500 inbound and 500 outbound. Face to face intercept interviews are conducted within a ten day period each month at each of the following international airports in Australia: Sydney, Melbourne, Brisbane, Perth, Adelaide,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

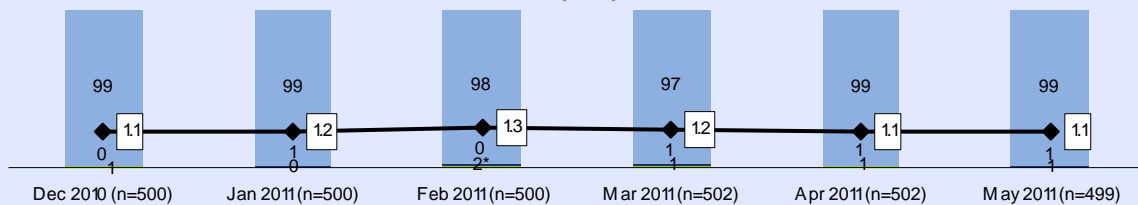
| | Dec 2010 | Jan 2011 | Feb 2011 | Mar 2011 | Apr 2011 | May 2011 |
|--------------------|----------|----------|----------|----------|----------|----------|
| n= | 489 | 496 | 500 | 498 | 492 | 497 |
| Far too long | 1% | 0% | 1% | 1% | 2% | 0% |
| A little too long | 4% | 4% | 2% | 3% | 4% | 2% |
| Acceptable | 95% | 96% | 97% | 96% | 94% | 98% |
| 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

| | Dec 2010 | Jan 2011 | Feb 2011 | Mar 2011 | Apr 2011 | May 2011 |
|----------------------------|----------|----------|----------|----------|----------|----------|
| n= | 500 | 500 | 500 | 502 | 502 | 499 |
| Helpful / Good advice | 10% | 8% | 7% | 8% | 16% | 7% |
| Courteous / Polite | 16% | 10% | 15% | 15% | 15% | 18% |
| Efficient / Prompt / Quick | 29% | 40% | 33% | 37% | 44% | 38% |
| Friendly / Welcoming | 28% | 32% | 29% | 33% | 26% | 29% |
| Funny / Amusing | 1% | 0% | 0% | 1% | 1% | 0% |
| Other | 1% | 1% | 2% | 4% | 3% | 1% |
| Nothing | 3% | 20% | 27% | 16% | 15% | 18% |
| Don't know | 3% | 4% | 4% | 2% | 1% | 2% |
| Refused | 0% | 0% | 0% | 0% | 0% | 0% |

Negative aspects of passport control

| | Dec 2010 | Jan 2011 | Feb 2011 | Mar 2011 | Apr 2011 | May 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% |