

Australian Customs Service

Inbound Passenger Experience Snapshot

September 2010

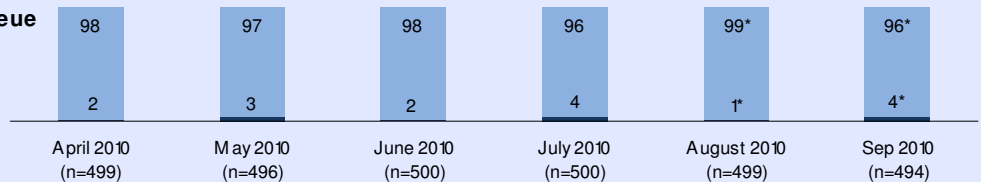
The Australian Customs Service commissions on average 1,000 interviews per month: 500 inbound and 500 outbound. Face to face intercept interviews are conducted within a ten day period each month at each of the following international airports in Australia: Sydney, Melbourne, Brisbane, Perth, Adelaide,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

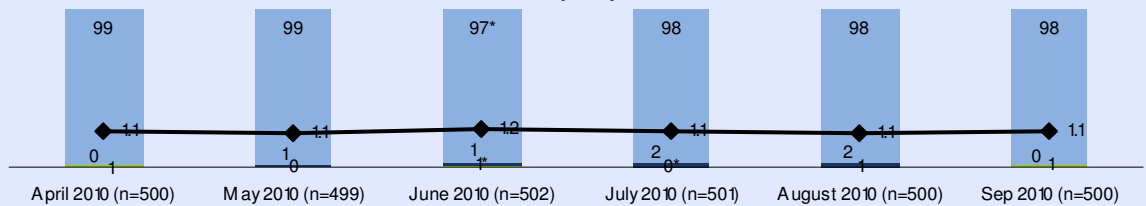
	April 2010	May 2010	June 2010	July 2010	August 2010	Sep 2010
n=	499	496	500	500	499	494
Far too long	1%	0%	0%	0%	0%	0%
A little too long	1%	3%	2%	3%	1%	3%
Acceptable	98%	97%	98%	97%	99%	97%
Don't know/Refused	0%	0%	0%	0%	0%	0%

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

	April 2010	May 2010	June 2010	July 2010	August 2010	Sep 2010
n=	500	499	502	501	500	500
Helpful / Good advice	5%	6%	9%	9%	8%	8%
Courteous / Polite	12%	18%	14%	11%	12%	13%
Efficient / Prompt / Quick	35%	30%	33%	36%	37%	37%
Friendly / Welcoming	28%	41%	29%	27%	29%	37%
Funny / Amusing	1%	1%	0%	1%	1%	1%
Other	1%	1%	3%	1%	4%	1%
Nothing	31%	19%	23%	31%	27%	13%
Don't know	2%	2%	4%	1%	2%	5%
Refused	0%	0%	0%	0%	0%	0%

Negative aspects of passport control

	April 2010	May 2010	June 2010	July 2010	August 2010	Sep 2010
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%

Australian Customs Service www.customs.gov.au

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